










How are we doing? **rhp**

What do you think about our performance? What else would you like to see? Please [click here](#) and let us know.

2018-19 (Jan-Mar)










Where You Live 			Customer Contact 			Complaints 		
	Performance	Target		Performance	Target		Performance	Target
Tenants satisfaction with repairs	92%	90%	Live chat average wait time	8 secs	20 secs	We resolve complaints in 2 days	1.1 days	2 days
Repairs completed on time	97%	99%	Email average response time	1 day 1 hour	4 hours	We resolve appeals in 5 days	2.2 days	5 days
Repairs fixed first time	90%	85%	Phone average wait time	55 secs	30 secs	Percentage of complaints resolved at first stage	100%	90%
Homes without a valid gas certificate	1	<7	Customers involved in MyRHP facebook community	319	N/A	Number of complaints	106	N/A
Tenant satisfaction with Caretaking	91%	85%	Customer scrutiny group meetings held	6	4 per year	Number of complaints considered by the Housing Ombudsman	0	0
We inspect your estate once every 6 months	100%	100%	Percentage of interactions online	60%	78%	Number Housing Ombudsman cases where RHP found at fault upheld	0	0

 Achieving Target  Below Target

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2017-18

Where You Live 			Customer Contact 			Complaints 		
	Performance	Target		Performance	Target		Performance	Target
Tenants satisfaction with repairs	90%	85%	Live Chat Average Wait Time	20 secs	20 secs	We resolve complaints in 2 days	1.8 days	2 days
Repairs completed on time	98%	99%	Email Average Response Time	N/A	4 hours	We resolve appeals in 5 days	2.9 days	5 days
Repairs fixed first time	82.8%	80%	Phone Average Wait Time	1 min 24 Secs	<30 Secs	Percentage of complaints resolved at first stage	85%	90%
Homes without a valid gas certificate	1	<7	Tenant Satisfaction	84%	80%	Number of complaints	322	N/A
Caretaking satisfaction	87%	85%	Customers involved in MyRHP Facebook community	250	N/A	Number of complaints considered by the Housing Ombudsman	6	0
Grounds maintenance satisfaction	N/A	N/A	Customer Panels held e-scrutiny	4	4	Number Housing Ombudsman cases where RHP found at fault upheld	0	0
We inspect your estate once every 6 months	100%	100%	Percentage of interactions online	70%	80%			

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Tenant Satisfaction with Repairs (April 18 – Mar 19)	Positive responses from tenants to transactional surveys sent just after repairs are completed (via PDA or text). Sample size (year to date): 656 responses via operative PDA at end of repair; 853 responses via SMS sent within 24 hours.
Repairs completed on time (April 18 – Mar 19)	Repairs completed within their due date (10 days for the majority of repairs with the exception of certain job types for example glazing). This includes all responsive, gas repairs, emergency and out of hours repairs.
Repairs fixed first time	Repairs completed on the first visit as a % of total responsive repairs completed. This measurement seeks to minimise the occasions where we didn't complete job as planned due to for example incorrect diagnosis, or not leaving enough time to finish work. Where a repair needs multiple appointments, it's fixed first time if the work is carried out as scheduled on each visit. Excludes: repairs cancelled by customer or where we don't find the customer at home when we arrive and repairs where more than one appointment was made from the beginning.
Homes without a valid gas certificate	Tenanted homes with a gas carcass that have not had a LSGR certificate in the last 12 months. Snapshot taken on the last Friday of the month.
Caretaking satisfaction	Positive responses to SMS surveys sent to a random sample of tenants who receive caretaking services (around 70 responses per month) Sample size year to date: 666
We inspect your home every 6 months	Health and Safety checks carried out by Estate Services Managers on all properties which share communal grounds and internal areas. Target two checks per year. (353 checks out of 353 completed during Jan – Mar 2019; 1176 checks completed out of 1176 during April 2018 – March 2019)
Phone / Live chat average wait time	Excludes calls/chats abandoned within 5 seconds.
Email average response time	Average time taken to respond for responses we've sent in the time period (excludes non-working hours).
Customers involved in MyRHP Facebook page	Number of members at end of quarter
Customer Scrutiny Group meetings held	Total number of sessions held year to date.
Percentage of interactions online	Customer contact received by LiveChat, email, social or selfserved vs customer phone calls to RHP. Note certain self-service transactions are not yet included in this calculation: Direct debits, repairs changed/cancelled, homeowner online payments.
We resolve complaints in 2 days / appeals in 5 days	Average time from when complaint is recorded on our systems to when response is sent.
Percentage of complaints resolved at first stage	Volume of complaints not resolved at first stage and subsequently escalated to appeal stage as proportion of overall complaints.