










# How are we doing?

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

## 2019 (Oct-Dec)

Where You Live 		
	Performance	Target
Tenants satisfaction with repairs	<b>79%</b>	<b>79% (Q3)</b>
Repairs fixed in one appointment	<b>48%</b>	<b>68%</b>
Homes without a valid gas certificate	<b>7</b>	<b>&lt;7</b>
Tenant satisfaction with Caretaking	<b>80.4%</b>	<b>80% (Q1)</b>
We inspect your estate every 6 months	<b>100%</b>	<b>100%</b>

Customer Contact 		
	Performance	Target
Live chat average wait time	<b>6 Secs</b>	<b>20 secs</b>
Phone average wait time	<b>184 secs</b>	<b>30 secs</b>
Customer Scrutiny Group meetings held	<b>3</b>	<b>4 per year</b>
Percentage of interactions online (YTD)	<b>65%</b>	<b>70%</b>

Complaints 		
	Performance	Target
We resolve complaints in 2 days	<b>1.7 days</b>	<b>2 days</b>
We resolve appeals in 5 days	<b>n/a</b>	<b>5 days</b>
Percentage of complaints resolved at first stage	<b>100%</b>	<b>90%</b>
Number of complaints	<b>79</b>	<b>N/A</b>
Number of complaints considered by the Housing Ombudsman	<b>0</b>	<b>0</b>

 Achieving Target  Below Target

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2018-19

Where You Live	Performance	Target	Customer Contact	Performance	Target	Complaints	Performance	Target
	Tenants satisfaction with repairs	92%		90%	Live chat average wait time		10 secs	20 secs
Repairs completed on time	97%	99%	Email average response time (Q4)	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	86 secs	30 secs	Percentage of complaints resolved at first stage	97%	90%
Homes without a valid gas certificate	0	<7	Customers involved in MyRHP facebook community	319	N/A	Number of complaints	388	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	5	N/A
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	1	0

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<b>Tenant Satisfaction with Repairs</b>	Positive responses from tenants to transactional surveys sent just after repairs are completed via SMS. Sample size ( Q3): 141 responses.
<b>Repairs Completed on time</b>	Repairs completed within their due date (10 days for the majority of repairs with the exception of certain job types eg glazing). This includes all responsive, gas repairs, emergency and out of hours repairs.
<b>Repairs fixed in one appointment / Repairs fixed First Time</b>	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. NB previously we recorded "Fixed First Time" which included repair known to require multiple appointments. With these, 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.
<b>Homes without a valid gas certificate</b>	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.
<b>Caretaking satisfaction</b>	Positive responses to SMS surveys sent to a random sample of tenants who receive caretaking services (around 70 responses per month) Sample size (Q3): 138
<b>We inspect your home every 6 months</b>	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. (1176 checks completed out of 1176 during April 2018 – March 2019)
<b>Phone / Live chat average wait time</b>	Excludes calls/chats abandoned within 5 seconds.
<b>Email average response time</b>	Average time taken to respond for responses we've sent in the time period (excludes non-working days).
<b>Customer Scrutiny Group meetings held</b>	Total number of sessions held year to date.
<b>Percentage of interactions online</b>	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.
<b>We resolve complaints in 2 days / appeals in 5 days</b>	Average time from when complaint is recorded on our systems to when response is sent.
<b>Percentage of complaints resolved at first stage</b>	Volume of complaints not resolved at first stage and subsequently escalated to appeal stage as proportion of overall complaints.