










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.

2018-19 (Jul-Sept)










Where You Live 			Customer Contact 			Complaints 		
	Performance	Target		Performance	Target		Performance	Target
Tenants satisfaction with repairs	94%	90%	Live Chat Average Wait Time	31 secs	20 secs	We resolve complaints in 2 days	1.2 days	2 days
Repairs completed on time	96%	99%	Email Average Response Time	11hrs 15mins	4 hours	We resolve appeals in 5 days	2.4 days	5 days
Repairs fixed first time	83%	85%	Phone Average Wait Time	58 secs	30 secs	Percentage of complaints resolved at first stage	98%	90%
Homes without a valid gas certificate	2	<7	Customers involved in MyRHP Facebook community	308	N/A	Number of complaints	121	N/A
Caretaking satisfaction	88%	85%	Customer Panels held e-scrutiny	3	4 per year	Number of complaints considered by the Housing Ombudsman	1	0
We inspect your estate once every 6 months	100%	100%	Percentage of interactions online	62%	74%	Number Housing Ombudsman cases where RHP found at fault upheld	1	0

 Achieving Target  Below Target

How are we doing? **rhp**

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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%			

 Achieving Target  Below Target