

How we are performing

We want to share with you how we're performing in terms of the service you receive from us. The information below is taken from our customer satisfaction surveys and includes figures from the previous year (2020) so you can compare the performance.

Complaints and customer feedback



	July	2021	2020		
Average days to complete complaint investigation		13	9	×	✓
Number of tenants satisfied with the way their complaint was handled		N/A	N/A	×	✓
% of tenants satisfied we dealt with their issue right first time		N/A	N/A	×	✓
% of tenants satisfied that Ongo listens to, and acts on your views		N/A	N/A	×	✓

Interesting to note

We survey our tenants on a quarterly basis, which means there is no customer satisfaction to report on for the month of July.

Supporting you in your home



	July	2021	2020		
Current rent arrears as % of debit (Excluding Housing Benefit Arrears)		1.62%	2.14%	×	✓
Current Tenant Rent Arrears (Excluding Housing Benefit)		£752K	£915K	×	✓
% satisfied with the way anti-social behaviour cases are handled		83%	80%	×	✓



Looking after homes



July 2021 2020

% of same day repairs completed to target

97.7%

97%



% of next day repairs completed to target

94%

96%



% of tenants satisfied with our maintenance service

80%

N/A



Interesting to note

We survey our tenants on a quarterly basis, and for the month of July 2020 no surveys were carried out on the percentage of tenants satisfied with our maintenance service.



Keeping you safe

July 2021 2020

% of homes with an asbestos survey

100%

100%



% of homes with valid Gas Certificates

100%

100%



% of homes with Valid EICRs (electrical installation condition report)

100%

100%



% of Legionella test checks conducted on time (these are required in our retirement schemes, offices & high rise blocks)

100%

100%



And finally this month...

We will continue to publish our performance information and would like to know any suggestions on how we can improve the information, or if there is anything more you would like to know from us.



Do you have a suggestion how we can improve this info?
Email: Customer.Engagement@ongo.co.uk

