

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 for the month.



Complaints and customer feedback

Dec	Target	On target?
-----	--------	------------

Average days to complete complaint investigation	11	10	✗
--------------------------------------------------	----	----	---



Number of tenants satisfied with the way their complaint was handled	33%	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	80%	■
---------------------------------------------------------------------	-----	-----	---



Tenancy services

Dec	Target	On target?
-----	--------	------------

Current arrears as a percentage of our rental income (excluding Housing Benefit)	1.56%	1.70%	✓
----------------------------------------------------------------------------------	-------	-------	---



Current Tenant Rent Arrears (Excluding Housing Benefit)	£704K	£630K	✗
---------------------------------------------------------	-------	-------	---



% satisfied with the way anti-social behaviour cases are handled	50%	89%	✗
------------------------------------------------------------------	-----	-----	---





Looking after homes

% of same day repairs completed to target

Dec

Target

On target?

99%

97%



% of next day repairs completed to target

97%

97%



% of tenants satisfied with our maintenance service

88%

97%



Keeping you safe

% of homes with an asbestos survey

Dec

Target

On target?

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%



Do you have any suggestions on how we can improve this information for you? If so, then please email: Customer.Engagement@ongo.co.uk

