

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

| March | Target | On target? |
|-------|--------|------------|
|-------|--------|------------|

| | | | |
|--|----|----|--|
| Average days to complete complaint investigation | 15 | 10 | |
|--|----|----|--|



| | | | |
|--|-----|-----|--|
| Number of tenants satisfied with the way their complaint was handled | 50% | N/A | |
|--|-----|-----|--|



Tenancy services

| March | Target | On target? |
|-------|--------|------------|
|-------|--------|------------|

| | | | |
|--|-------|-------|--|
| Current arrears as a percentage of our rental income (excluding Housing Benefit) | 1.41% | 1.70% | |
|--|-------|-------|--|



| | | | |
|---|-------|-------|--|
| Current Tenant Rent Arrears (Excluding Housing Benefit) | £634K | £650K | |
|---|-------|-------|--|



| | | | |
|--|-----|-----|--|
| % satisfied with the way anti-social behaviour cases are handled | 70% | 89% | |
|--|-----|-----|--|





Looking after homes

% of same day repairs completed to target

March Target On target?

96%

97%



% of next day repairs completed to target

95%

97%



% of tenants satisfied with our maintenance service

90%

97%



Keeping you safe

% of homes with an asbestos survey

March 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

