

# 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

Average days to complete complaint investigation

Feb

Target

On target?

9

10



Number of tenants satisfied with the way their complaint was handled

25%

N/A



## Tenancy services

Current arrears as a percentage of our rental income (excluding Housing Benefit)

Feb

Target

On target?

1.55%

2.00%



Current Tenant Rent Arrears (Excluding Housing Benefit)

£757K

£650K



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

43%

67%





## Looking after homes

% of same day repairs completed to target

Feb

Target

On target?

89%

97%



% of next day repairs completed to target

89%

97%



% of tenants satisfied with our maintenance service

85%

97%



## Keeping you safe

% of homes with an asbestos survey

Feb

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, or is there something you want to ask? If so, then please email: [Customer.Engagement@ongo.co.uk](mailto:Customer.Engagement@ongo.co.uk)

