

# 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

May

Target

On target?

8.6

10



% of tenants satisfied with the way their complaint was handled

0%

N/A



## Tenancy services

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

May

Target

On target?

1.93%

tbc



Current Tenant Rent Arrears (Excluding Housing Benefit)

£1,159M

tbc



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

57%

67%





## Looking after homes

% of emergency repairs completed to target

% of non-emergency repairs completed to target

% of tenants satisfied with our maintenance service

**May**    **Target**    **On target?**

tbc    tbc   

tbc    tbc   

87%    97%   



## Keeping you safe

% of homes with an asbestos survey

% of homes with valid Gas Certificates

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

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

**May**    **Target**    **On target?**

95.3%    100%   

100%    100%   

100%    100%   

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)**

