

How did we do?



Customer Performance Report 2021-22

How did we do in 2021-22

Customer Performance Report

We believe that as a customer it is important that you know how we are doing and how well we are performing against our promises to you and against our service standards.

This report provides an overview of how we did in 2021/2022.









- **78%** Easy to get hold of the right person
- 81% Said staff were helpful
- **68%** Felt the time taken to answer was reasonable



Improvements we are making:

We are introducing a new complaints process on our website to make it easier for customers to raise issues with us.





Our service standards say we will:



Resolve complaints as quickly as possible but always

within 20 days

- 175 Complaints across 33,000 households
- 87% Complaints resolved within 20 Days



Looking after your home

Our service standards:



Routine repairs within



Urgent repairs within



Emergency repairs within







468 ASB cases reported with 402 Resolved

- 1 injunction as a result of ASB
- 1 eviction as a result of ASB



New ASB online Resource:

We have added an ASB toolkit to our website, providing practical guidance and signposting.





Here's how we did:

20,303 Routine repairs

24,764

19,328

Urgent repairs

Emergency repairs

89% 91% 92%

percentage complete within timescale

Safety checks

Target Asbestos

100%

Fire

Water

99.56%

Gas





On Major & **Planned** works



Service standard: Provide good quality homes

Number of homes let 1,223

Average Relet Time

Versus Target

Days*

Days

*Restrictions during the pandemic meant it took longer than usual to get homes ready for new tenants to move in to.

New Homes

291

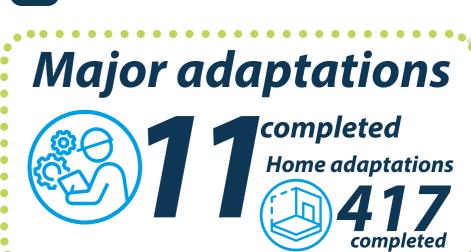
New homes built

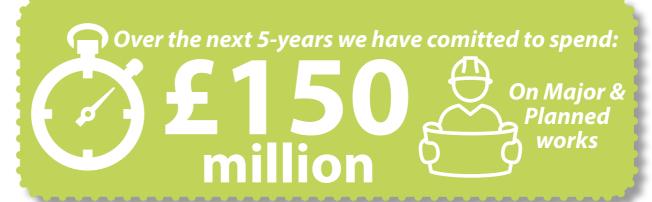
with a further

451

under construction

Empty properties ready to let 183







We aim to provide value for money and to keep rents affordable



3.44% gross rent arrears

3.19% of rent lost due to empty properties

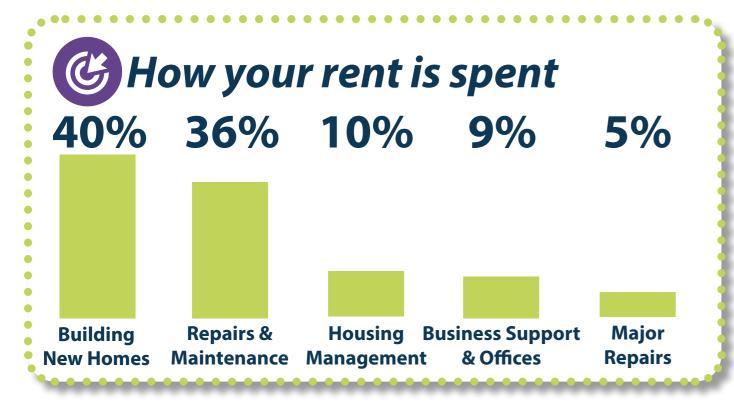


Our tenants say:

84%

of our customers* feel the rent they pay is value for money

*1,319 tenant surveyed



Making a positive social impact





Quality Assured

- 6 positive RQIA inspections of Housing with Care schemes
- Tenant Participation Accreditation Award (Silver Award)
- Customer Service Excellence accreditation
- ISO 9001 accreditation
- Technology Services Association's Quality Standards Framework (TSA) accreditation

Quality and professionalism of our staff











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Everyone has a place