

Annual Tenants' Performance Report

April 2022 – March 2023

CORNWALL HOUSING

Introduction from Managing Director, Su Spence







“We have listened to and shared residents’ concerns about the performance of the repairs service and are working closely with the contractor to improve service delivery.

This is why your feedback is so valuable.

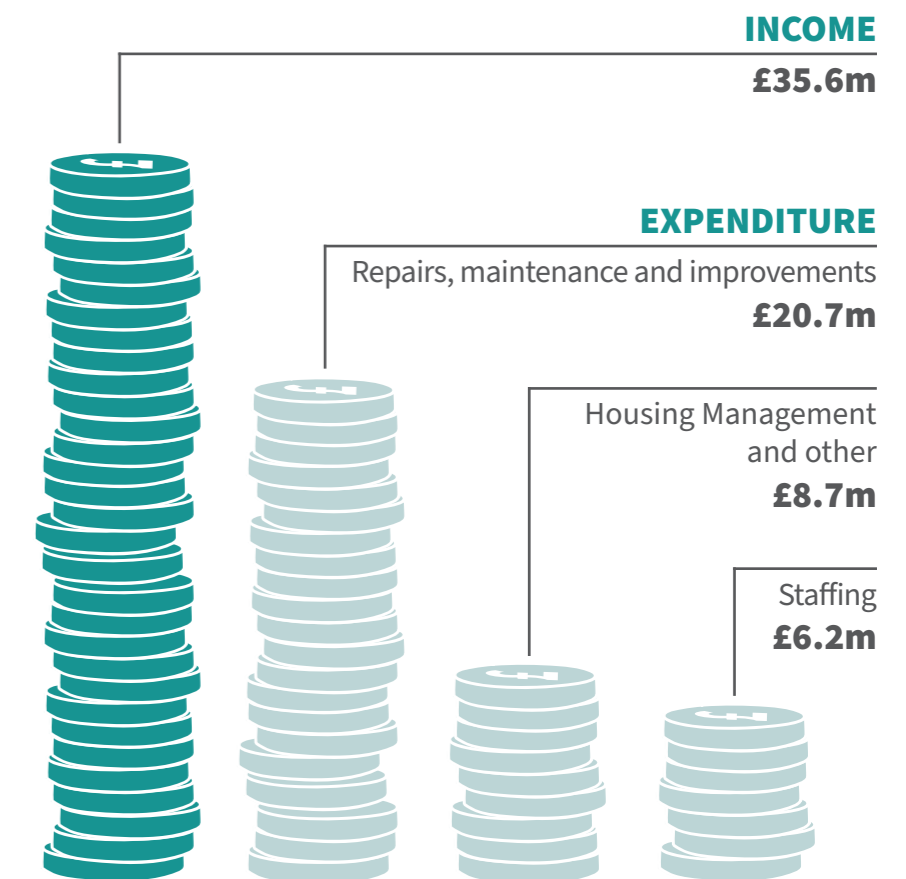
Thank you to every customer who takes the time to complete a survey or get involved.

We still have a huge amount to do to raise standards and performance to be where we want it to be and you deserve it to be. This is reflected in the performance figures for 22-23. Our new senior management team are working closely with the Council to make the big changes that will make the big difference. As we get quicker at answering your enquiries and completing most of your repairs, we are confident that you will start to feel the change this year.”

Safety servicing performance as of March 23


-  **Gas - 99%**
-  **Oil - 97%**
-  **Solid fuel - 99%**
-  **EICR (10 year) - 97%**
Electrical
-  **GSHP - 98%**
Ground-source heating
-  **ASHP - 99%**
Ground-source heating

How the money was spent



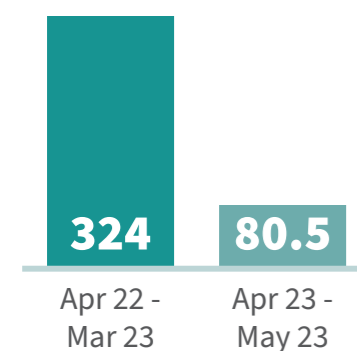
Improving our customer service

 **835** complaints received

 **37.65%** responded to on time


In January 23 we introduced a new policy and approach for handling complaints, which is improving the service for customers, but not reflected in these figures for last year.


Average time to answer inbound calls (seconds)




In April 23, we created more capacity in the customer service centre which is reducing call waiting times and improving how we answer your enquiry.

Supporting tenants and communities

 **£921,000 in extra benefits** or debt reduction

 **440 adaptations works** to help our tenants live better in their homes

 **55 ASB cases closed**
“I was very satisfied and happy with the way it turned out, and the work that your team put in to achieving a good outcome. Thank you!”

 **21 residents and children involved** in Highfield planting day

CASE STUDY

SHARON

59, from Saltash

Life can change quickly

Sharon always managed to pay her rent regularly, being in advance most of the time. A nasty fall from a ladder broke her arm and leg quite badly. She was signed off work and put onto statutory sick pay. She really worried about not being able to pay her rent and cancelled her direct debit.

Our team can help

Our Inclusion Advisor Kate helped Sharon to claim all the benefits she was entitled to, which has helped cover the rent and the council tax, and provide financial support during this difficult and unexpected period of not being able to work.