

Local Service Offers – Customer Performance Indicators

Neighbourhood Management



We will:

- Provide you with regular information specific to your neighbourhood
- Ensure all issues affecting the neighbourhood are identified and responded to

Customer performance indicators

- We provide information via our website, social media channels, communal area notice boards, involvement opportunities, customer literature (i.e. leaflets, Customer Annual Report, etc.) information displayed in reception areas, staff including dedicated Neighbourhood Coordinators, etc See our **Customer Annual Report**
- Rate Your Estate inspections are not carried out during the winter months.
- 493 Tenancy Breaches/TINs actioned
- 94% of tenants are satisfied with their neighbourhood as a place to live
- 99% of fly tipping removed within 7 days

Repairs and Maintenance



We will:

- Diagnose your repair and respond within an appropriate timescale
- Provide you with advice, support and guidance to enable you to maintain your home
- We will carry out the safety checks required by law to keep you and your home safe

Customer performance indicators

- 98.3% of repairs carried out within timescale given
- 95% satisfaction with repairs service
- We provide information via our website, social media channels, communal area notice boards, involvement opportunities, customer literature (i.e. leaflets, Customer Annual Report, etc.) information displayed in reception areas, staff including dedicated Neighbourhood Coordinators, etc See our **Customer Annual Report**
- 9,707 compliance/safety checks completed

Tenancy Management



To ensure you are aware of your rights and responsibilities in relation to your tenancy and appropriate management of those tenancies.

We will:

- Provide you with timely information specific to your tenancy
- Offer advice and support to help you sustain your tenancy
- Be members of and actively promote a mutual exchange scheme

Customer performance indicators

- We provide information via our website, social media channels, communal area notice boards, customer literature (i.e. leaflets, Customer Annual Report, etc.), information displayed in reception areas, staff including dedicated Neighbourhood Coordinators, etc
See our **Customer Annual Report**
- All our customers have a dedicated Neighbourhood Coordinator providing advice, support and practical help in relation to any of our services
- Gentoo are members of a national mutual exchange scheme which is promoted to our customers online and in our customer literature (i.e. leaflets, Customer Annual Report, etc.)
- 26 mutual exchanges completed

Income Management



To offer you advice, support and a range of ways to pay in order to maximise collection of rental income and other charges.

We will:

- Provide advice, support and guidance to enable you to maximise your income
- Take appropriate action to prevent your accounts from falling into arrears
- Provide you with timely information in relation to your rent and other accounts
- Offer advice, support and guidance on the most appropriate way to pay your rent and other charges

Customer performance indicators

- Our FCA approved Money Matters Team provide advice, information and practical support to enable customers make the most of their money.
- Dedicated Neighbourhood Coordinators provide information and signpost customer to support providers available.
- General information available via our website, social media channels, customer literature (i.e. leaflets, Customer Annual Report, etc.), information displayed in reception areas, etc.
See our **Customer Annual Report**
- Rent collection performance (cumulative):
Target – 98.92%, Actual – 99.38%
Rent Due - £92,094,511, Collected £91,523,837
- 265 referrals to support providers/agencies
- 26 legal proceedings actioned
- Annual rent statement provided to every tenancy, mini statement issued with legal proceedings. Customers can view their rent account online by registering for My Gentoo
- We provide information via our website, communal area notice boards, customer literature (i.e. leaflets, Customer Annual Report, etc.) information displayed in reception areas, staff including dedicated Neighbourhood Coordinators, etc
See our **Customer Annual Report**

Customer Service



To provide a personalised, tailored service to our customers.

We will:

- Provide a range of ways for customers to access services from Gentoo

- Provide regular information on Gentoo products and services

- Provide a range of ways for you to give us your feedback and to use your feedback to improve our services

Customer performance indicators

- Customers can access our services via the website, by letter, visit a Gentoo office, request a home visit, by telephone, email, text, My Gentoo self service portal, social media, etc
- We:
 - > We aim to answer all telephone calls in an average of 2 minutes. This quarter we answered calls within an average of 39 seconds.
 - > We responded to 85% of correspondence we received within 10 working days
 - > We responded to 97% of permission requests within 15 working days
 - > We responded to 100% of social media enquiries within 1 working day
 - > We acknowledged 89% of formal complaints within 2 working days
 - > We responded to 78% of formal complaints within 10 working days

- We provide information via our website, social media channels, communal area notice boards, involvement opportunities, customer literature (i.e. leaflets, Customer Annual Report, etc.) information displayed in reception areas, staff including dedicated Neighbourhood Coordinators, etc. See our **Customer Annual Report**

- We provide a range of ways for customers to give us their feedback - via our website, by telephone, in writing or face to face.
- We proactively collect feedback on a diverse range of our services by carrying out satisfaction surveys.
- All feedback is analysed to inform service improvements which we publish to customers as 'You Said, We Dids'

Neighbourhood Safety



To help our neighbours feel safe and secure by preventing and minimising antisocial behaviour (ASB).

We will:

- Offer appropriate support and advice to victims and perpetrators of ASB and domestic abuse

- Take relevant action specific to any reports of ASB or domestic abuse received

- Provide you with a timely response to any reports of ASB or domestic abuse received

Customer performance indicators

- Our specialist staff are experts in dealing with antisocial behaviour (ASB) and domestic abuse. We have teams dedicated to providing support to both victims and perpetrators.
- 103 victims supported
- 95 perpetrators supported

- 493 tenancy breaches reported
- 62 NOSPs/evictions/legal action taken

- 96.3% of customers responded to within 24 hours

Asset Management



To provide a good quality home that meets your needs and your neighbourhood has a long term sustainable future.

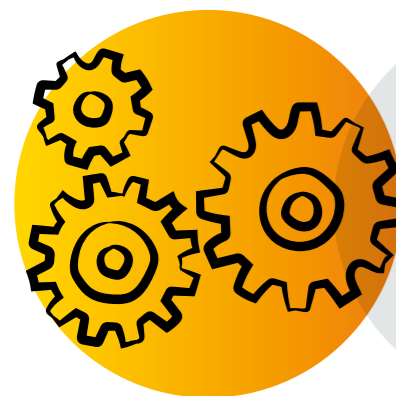
We will:

- Ensure your home has no health and safety hazards
- Strive to ensure your home meets the Decent Homes Standard
- Replace major components - kitchens, bathrooms, roofs etc. which are old and in poor condition

Customer performance indicators

- Gentoo utilise the Housing Health and Safety Rating System (**HHSRS**) risk assessment to identify and reduce any hazards likely to be present in our properties. This is used to make your home healthier and safer to live in
- 9,707 compliance works completed
- We are have a dynamic Investment Plan using stock condition survey data which aims to make 100% of our properties meet the Decent Homes standard by 2018
- We use an independent external organisation, Savills, to conduct stock condition surveys on our behalf. The results are used to inform our future Investment Plan
- 1,258 properties modernised

Safety, Support and Crisis



Safety, Support and Crisis - working in partnerships we will enable vulnerable customers to sustain their tenancy and live well in their neighbourhood.

We will:

- Provide supported accommodation where necessary
- Offer advice, support and guidance bespoke to your circumstances

Customer performance indicators

- 81 young people supported to live independently
- 714 older people supported to live well and independently
- We provide information via our website, customer literature (i.e. leaflets, Customer Annual Report, etc.) information displayed in reception areas, staff including dedicated Neighbourhood Coordinators, etc See our **Customer Annual Report**

Allocations



To enable you to find a good quality affordable home which fulfils your housing requirements based upon need.

We will:

- Provide you with support, advice and guidance to help you find a new home that suits your needs
- Provide you with information specific to your new home

Customer performance indicators

- We provide information via our website, customer literature (i.e. leaflets, Customer Annual Report, etc.) information displayed in reception areas, staff including dedicated Neighbourhood Coordinators, etc See our **Customer Annual Report**
- All customers are given a technical introduction to their new home, carried out by the relevant Neighbourhood Coordinator. This is an opportunity to learn about the key components such as how to operate heating systems, location of stop tap, etc

Community Involvement and Engagement



To provide a diverse range of ways for you to work with us to improve neighbourhoods and Gentoo services.

We will:

- Provide a range of opportunities for you to engage with Gentoo
- Provide advice, support and guidance to empower you to be involved in your community

Customer performance indicators

- We provide a range of ways for customers to get involved. From volunteering and estate walkabouts, to attending Information and Knowledge sessions, being involved in a CHAIN project or joining your Local Area Focus Group -customers are vital in helping us to improve our services and make a huge difference in their local community
- We provided 26 opportunities for tenants to get involved
- We provide information via our website, customer literature (i.e. leaflets, Customer Annual Report, etc.) information displayed in reception areas, staff including dedicated Community Partnership Coordinators, etc See our **Customer Annual Report**

Concierge Services



Are for those living in our multi-storey or supported accommodation, maintaining your safety and security.

We will:

- Provide you with 24 hour monitoring to ensure you feel safe in your home
- Provide you with 24 hour access to emergency support

Customer performance indicators

- Staff in Concierge work 24/7, 365 days a year monitoring access to buildings and alarm activations to ensure the safety and security of our customers living in multi-storey or supported accommodation