



# Curo Customer Commitment Report

## June 2021 (Q1)

■	On or better than target
■	Within 5% of target
■	Worse than 5% of target

Commitment	Measure	2021/22 Year to date (Q1)	Target
<b>What we will do</b>			
We will provide you with a safe, clean and affordable home	Customer satisfaction with the quality of home	69%	80%
You will be able to move into your new home on the date agreed	Percentage of customers moving in on date agreed	88.7%	90%
When you move into your new home you can expect it to be safe, healthy and clean	Satisfaction with lettings service	86%	88%
	Satisfaction with cleanliness of new home	81%	75%
<b>Paying the rent</b>			
If you have debt that is causing problems, we will refer you to support from an independent professional advisor	Percentage of suitable cases that were referred to support agencies for independent advice	100%	100%
<b>Planned maintenance</b>			
We will maintain your home and communal areas through works planned in advance	Delivery of home improvement components against programme	69.0%	90%
	Percentage of homes meeting our healthy homes standard	73.5%	73%

View our Customer Commitment at [www.curo-group.co.uk/customercommitment](http://www.curo-group.co.uk/customercommitment)

Commitment	Measure	2021/22 Year to date (Q1)	Target
<b>Health and safety</b>			
We will carry out an annual home safety check which includes servicing any gas appliances	Percentage of properties that have had a home safety visit in the last year	100%	100%
We will carry out an electrical installation safety inspection in your home every five years	Percentage of properties that have had an electrical inspection in the last 5 years	100%	100%
We will carry out regular health and safety checks around your home and in shared areas	Percentage of estate inspections completed on time	100%	100%
<b>Day to day repairs</b>			
We will attend emergencies on the same day, this may be a make-safe visit	Percentage of repairs attended to on the same day an emergency repair was reported	100%	100%
We will publish our response times for repairs, aiming to keep to all of our published timescales. Where this is not possible we will contact you	Percentage of priority repairs completed by the end of the following day	98.8%	98%
	Percentage of routine appointments kept	94.5%	92%
<b>Estates and shared areas</b>			
We will provide maintenance services to keep your shared spaces and grounds clean and safe	Satisfaction with estates cleaning service	63%	58%
	Satisfaction with grounds maintenance service	58%	62%
	Percentage of communal areas that have had a Fire Risk Assessment in accordance with policy	100%	100%
<b>Tenancy Compliance</b>			
We will respond to any complaint of anti-social behaviour, hate crime, abuse or harassment, or intimidation-we will make a plan to tackle this	Percentage of cases resolved at early intervention stage	83.5%	75%

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