

# Customer Commitment

July-September 2022 Quarter Two



## Letting a new home

We'll provide you with a safe, clean, affordable home, free from disrepair.

*Customers say home is safe and well maintained*

**69.5%** 80%

You will be able to move into your new home on the date agreed.

*Moved in on agreed date*

**87.3%** 92%

When you move into your new home you can expect it to be safe, healthy and clean.

*Satisfied with lettings experience*

**72%** 88%

*Satisfied with cleanliness*

**68%** 75%

## Paying the rent

If you have debt that's causing problems, we will refer you to support from an independent professional advisor.

*Suitable cases that were referred to support agencies for independent advice*

**100%** 100%

Our letters and contact will be polite and respectful.

*Satisfaction with the service provided by our customer accounts and rents team*

**96%** 90%

Near target

## Estates and shared areas

We'll provide maintenance services to keep shared spaces and grounds clean and safe.

We'll work with our customers to provide services that will keep shared areas clean.

*Satisfied with clean, safe and well-maintained communal areas*

**56%** 60%

*Satisfied with resolving reactive issues in communal areas*

**56%** 60%

*Inspections completed*

**100%** 100%

The contractors who carry out this work commit to our Estates Standard.

**73.7%** 75%

## Day-to-day repairs

We'll provide maintenance services to keep shared spaces and grounds clean and safe.

*Emergency repairs attended in 24 hrs*

**100%** 100%

We'll publish our response times for repairs, aiming to keep to all of our published timescales. Where this is not possible we'll contact you.

*Repairs attended in 48 hrs*

**99.4%** 98%

*Routine repairs attended on time*

**94.3%** 92%

On target

Off target

Near target

Our targets show what we expect to achieve right now. Targets always aim to maintain, and usually exceed, our past performance.



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## Tenancy compliance and support, and anti social behaviour

We'll respond to any complaint of anti-social behaviour, hate crime, abuse or harassment, or intimidation, and we'll make a plan to tackle this.

*Cases resolved at early intervention stage*

**83%** 

78% 

## Health and safety

We'll carry out an annual home safety check which includes servicing any gas appliances.

*Properties with home safety visit in the last year*

**100%** 

100% 

We'll carry out an electrical installation safety inspection in your home every five years.

*Properties with electrical inspection in the last five years*

**99.9%** 

100% 

We'll carry out regular health and safety checks around your home and in shared areas.

*Communal areas with a Fire Risk Assessment in accordance with policy*

**99.6%** 

100% 

## Planned maintenance

We'll maintain your home and communal areas through works planned in advance.

*Delivery of home improvement programme*

**75.0%** 

94% 

*Homes meeting our healthy homes standard*

**77.8%** 

70% 

## Communication

We'll provide digital ways for you to easily communicate with us if you prefer to do things online.

*Number of ways for customers to contact Curo digitally*

**6%** 

6% 

We'll make reasonable adjustment for customers with specific communication requirements, and offer you choice in how we communicate with you.

*We're actively making adjustments for customers with specific communication requirements. For more information please visit our website [here](#)*

 On target

 Off target

 Near target

Our targets show what we expect to achieve right now. Targets always aim to maintain, and usually exceed, our past performance.

