

# Q2 IN NUMBERS

BHA's performance for Jul till Sep FY 2023/24

## CUSTOMER SATISFACTION



**55 %** satisfied with the quality of their home



**54 %** feel their rent is good value for money



**60 %** feel they're kept informed of services and decisions



**47 %** satisfied with BHA's contribution to the management of their neighbourhood



**51 %** satisfied with opportunities to participate in BHA's decision-making process



**68 %** satisfied with Repairs service



**89 %** satisfied with standard of home when moving in



**84 %** satisfied with These Homes experience

CUSTOMER SATISFACTION

## CUSTOMER EXPERIENCE & ENGAGEMENT



**3,293** calls received



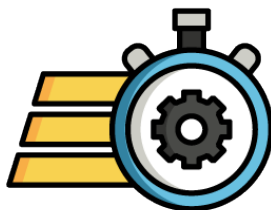
**97.4 %** customer calls answered



**91 %** customers calls answered within 30 secs



**86** complaints received



**78** complaints responded to within timescale



**27** compliments received



**23** customers participated in Customer Voice Group



**329** Customer Connect visits



**7,580** Alertacall 'OK Each Day' contacts

## NEIGHBOURHOOD SERVICES



**95** average bids  
per property



**34** number of  
homes allocated



**23.6** days to re-let  
homes



**38** % allocation to  
homelessness



**5.8** % gross  
rent arrears



**0.6** % void loss as a  
% of rent due

## REPAIRS & MAINTENANCE



**1,535**

**Repairs completed**



**3.1** hours  
to complete  
Emergency repairs



**8.1** days  
to complete  
Non-emergency  
repairs



**78** %  
repairs  
'Right First Time'



**82**

**Pre inspections**



**149**

**Post inspections**



**13**

**Damp & Mould  
inspections**



**98**

**Damp & Mould works  
instructed**

## SOCIAL INNOVATION

**97.2 %** tenancies sustained for the first year



**94** Befriendees

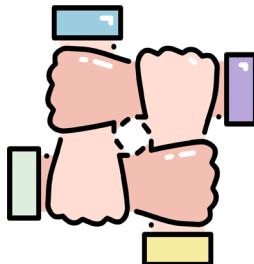


**105** Fuel Bank vouchers disbursed

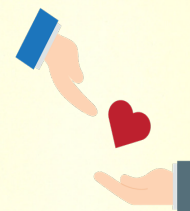


**188** customers supported

**£4,951**  
Fuel poverty payments disbursed



**£105,275**  
total income maximised for customers



**112** customers referred for tenancy sustainment support