

We support
Delivering excellence through
customer service



We handled
128,928 calls

Monday is our busiest day
with **25%** of the weeks
calls handled



We receive **17%**
of the days calls between
9:30 and 10:30
each Monday

We completed
37 community
walkabouts



81%
of calls handled



We have over
142 years' experience
in our contact centre

We held **14 Great Get Togethers:**



we collected over
46 tonnes of
bulky waste



and over
210 bags
of litter



Over **274 people** participated involving 17 local schools

We provided Money Advice
Services to help customers to:

40%
reduction
in rent
arrears

1412
money advice
appointments

250
drop-in sessions
provided

We
helped **308**
customers

sustain their tenancies through
tenancy support services

7100 Enhanced Housing
Management visits completed



We helped our customers...
Claim **£488,000** of unclaimed benefits

186 successful charitable applications
304 food-based hampers provided
1159 community living advice & information
sessions held
Loan shark award for our work in our
communities



AND
Reduce debt:
to 3rd parties by
£1,5 million

We improve

By challenging ourselves
to always be better

We received **208** formal complaints



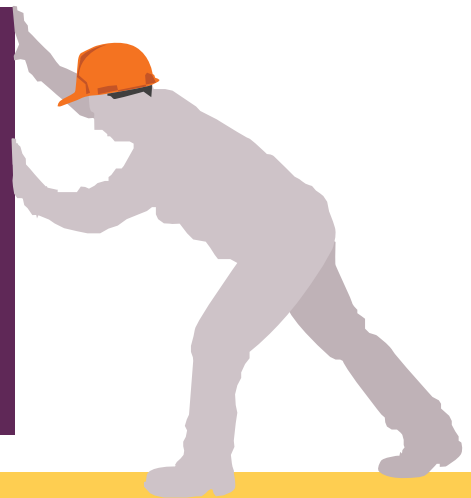
63% of our
complaints were upheld
which means that our
service did not meet
expectations



The Business Strategy
**highlights
some priorities**
in this area that are
being worked on,
2 of them are:

1

**Reviewing
the operating
model for the
repairs service**



Continuing the development of our customer
Self-service website
to increase the **repair services bookable
online** and **extend the available
appointment slots for repairs**



2