

Cornwall Housing

Tenants' Services Performance Report Card 2014-15

Every year we strive to provide excellent services. For the full report go online at www.cornwallhousing.org.uk or contact us for a copy.

Here's a summary of how we did last year

Performance measure 2014-15

The % of calls answered within 20 seconds **78%**

The % of rent collected **99%**

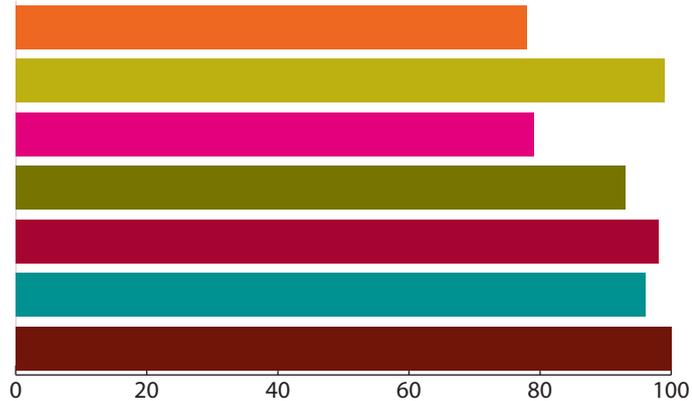
Proportion of homes that meet the Cornish Housing Standard **79%**

Customer satisfaction with ASB case handling **93%**

Customer satisfaction with planned works **98%**

Customer satisfaction with responsive repairs **96%**

The % of homes with a valid gas safety certificate **100%**



Complaints reduced
(inc. other housing services)



New Homes
acquired or built



Average overall re-let time
for homes (calendar days)





2014-15 Repairs and maintenance budget

£5,092,440
Responsive repairs



£13,926,830
Planned works

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responsive repairs



973
window upgrades



787
kitchens



484
bathrooms



2501

external paint works



40

gutter upgrades



750
central heating upgrades



152
new roofs



728
empty homes to get ready to let



159
complaints



174,221
calls

