

# What we've done

2017 - 2018

## Welcome to our first Onward Customer Report.

We aim to give you regular progress and performance updates every quarter.

We hope you find it engaging and informative and look forward to shaping future content based on your feedback.

Andrew Kidds  
Customer Experience Director



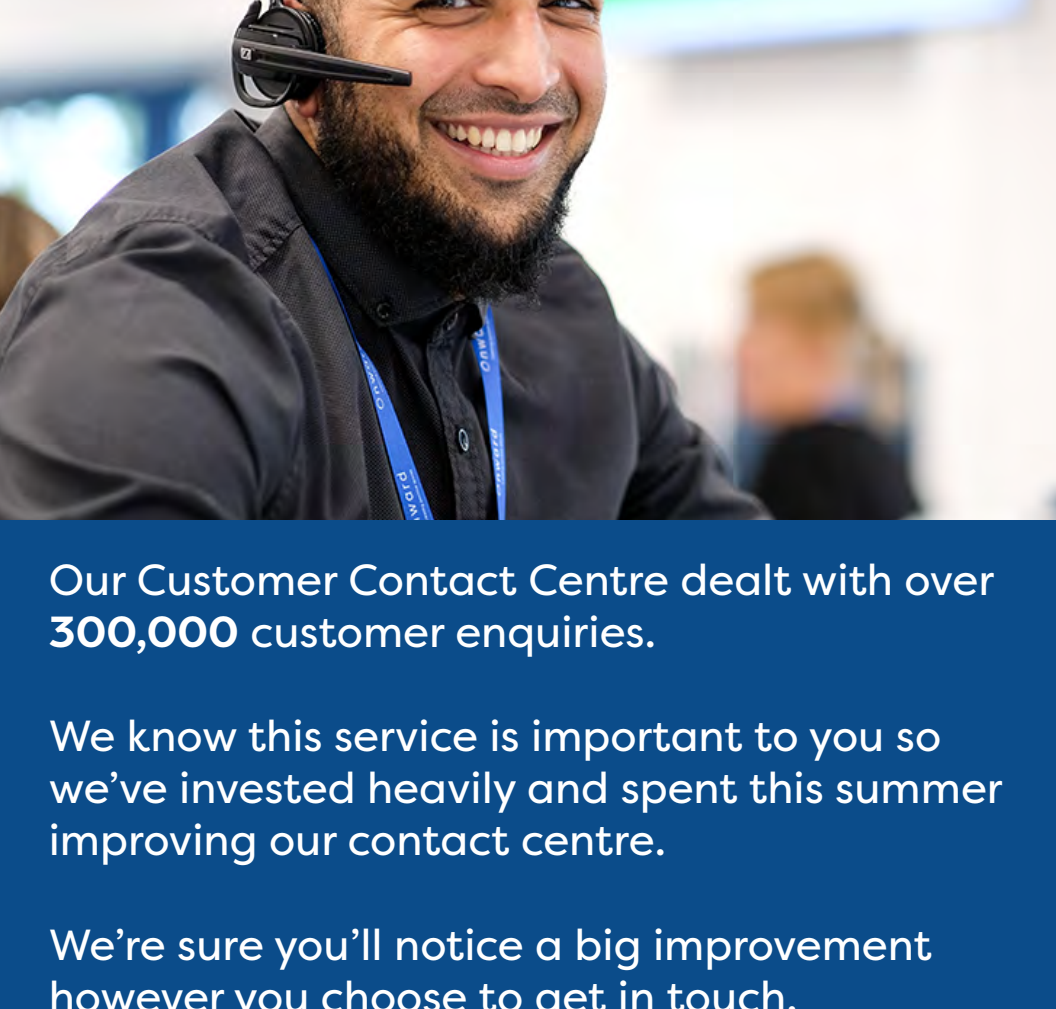
In April this year we launched our new website and self-service portal, making it easier to report repairs, view your account, make payments and talk to us.

Find out about the My Onward portal [here](#)>



We've invested over **£20m** in fire safety and maintenance work to our existing homes including **720** bathroom replacements and over **700** central heating systems

## We built 86 new homes.



Our Customer Contact Centre dealt with over **300,000** customer enquiries.

We know this service is important to you so we've invested heavily and spent this summer improving our contact centre.

We're sure you'll notice a big improvement however you choose to get in touch.



We spent £1m adapting homes to help customers live independently and in comfort.



We've helped over

# 40

people into employment.

## Our performance



### Income

Target

2017/18

Income collection	99.9%	100.4%
Current tenant arrears	3.75%	4.74%



### Lettings & turnover

Target

2017/18

Average relet time (excluding major repairs)	31.7 days	40.7 days
Average relet time (including major repairs)	35.5 days	42.6 days



### Repairs

Completed within target timescales

Target

2017/18

All repairs	95%	85.2%
Emergency repairs	95%	90.2%
Urgent repairs	95%	80.7%
Routine repairs	95%	85.7%



### Customer service

Target

2017/18

Enquiries resolved at first point of contact	80%	67%
% Calls answered	95%	74.6%
% Households registered for website portal	20%	10.5%
% Satisfaction with response repairs service	80%	80%

## Take a closer look...

We've developed **55** local plans - you can see the plan for your neighbourhood [here](#) >



### Complaints

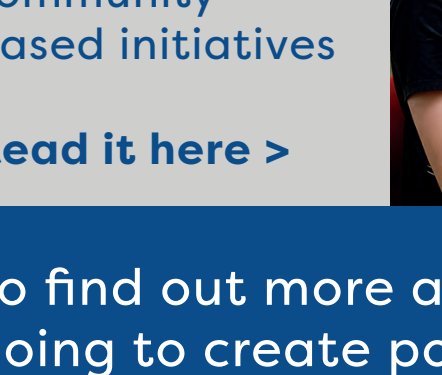
We've introduced a simple, straightforward process and now have a dedicated complaints team.

Read more about our complaints performance [here](#) >



We are launching a Customer Engagement Hub in January 2019 - an online space where you can tell us your views and give us feedback on our progress and services.

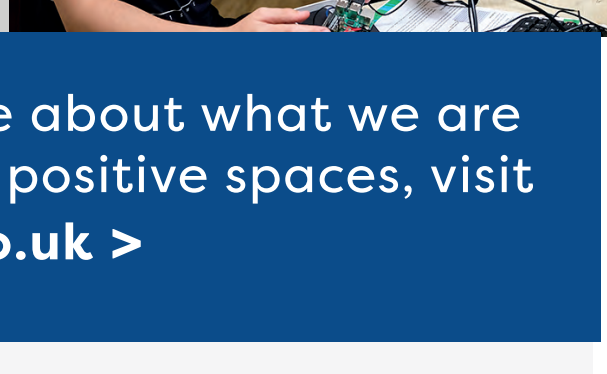
Read about our approach to customer engagement [here](#) >



In the next year we'll invest over **£20m** in the maintenance of our homes and build **227** new ones.

We've developed a social investment plan to support local, community-based initiatives

[Read it here](#) >



To find out more about what we are doing to create positive spaces, visit [www.onward.co.uk](http://www.onward.co.uk) >

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