

Customer Report

June 2019

Welcome to our latest customer update, letting you know what we've been up to and how we've been performing.



PORTAL POWER

In April 2018 we launched the 'My Onward' customer portal, which lets you make a payment, check your balance, report a repair and more – anytime, anywhere.

When we launched the self-service portal we aimed to get 20% of our customers signed up by April this year, and we're pleased to have achieved this target ahead of schedule.

Over 8,000 customers are now making the most of 'My Onward'. If you haven't signed up yet, [create your account today >](#)



GETTING IN TOUCH

Between January and March, our Customer Contact Centre dealt with over 80,000 customer enquiries.

It's been a busy period and we realise you may have had to wait a little longer than usual to talk to a member of our team. However, we're working hard to make sure waiting times are significantly reduced.

Don't forget, for non-emergency enquiries you can also contact us online via the [My Onward Portal](#), through our [website](#), or by [email](#).



ONWARD LIVING LAUNCHED

In April we launched our dedicated shared ownership and home sales division, Onward Living.

The new brand has been set up to help with our ambitious plans to build 1,600 affordable homes

across the North West by 2023, with a particular focus on helping buyers get a foot on the property ladder through shared ownership.

Find out more about Onward Living and their upcoming shared ownership developments at [www.onward-living.co.uk >](http://www.onward-living.co.uk)

GET INVOLVED

We recently launched a new 'Get Involved' area on our website, making it easier for you to share your views, give us feedback on our services, and find the latest opportunities.

Take a look around and find out more about the different ways you can [get involved >](#)

'MY ONWARD' WINNER

The winner of our recent 'My Onward' competition has claimed her prize after being selected at random.

The lucky recipient of the Amazon Fire HD 10 tablet worth £150 was

Mrs Christine Brown from Oldham. The grandmother of six was delighted with her prize, saying: "I never win anything!"



MAKING A DIFFERENCE

At Onward, our aim is simple: to make a positive difference in the communities we serve. We'll soon be updating our [Local Offers for each of our neighbourhoods](#), letting you know what we've done and what's planned for the year ahead.



Our performance



Income

Target 18/19

Jan-Mar 2019

Income collection **99.9%** **103.6%**

Current tenant arrears **3.75%** **4.95%**



Lettings & turnover

Target 18/19

Jan-Mar 2019

Average relet time (excluding major repairs) **30.1 days** **72.9 days**

Average relet time (including major repairs) **32.2 days** **76.1 days**



Repairs

Completed within target timescales

Target 18/19

Jan-Mar 2019

All repairs **95%** **87.9%**

Emergency repairs **95%** **82.6%**

Urgent repairs **95%** **87.3%**

Routine repairs **95%** **90.4%**

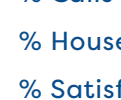


Compliance

Target 18/19

Jan-Mar 2019

Gas inspections on time **100%** **100%**



Customer service

Target 18/19

Jan-Mar 2019

Enquiries resolved at first point of contact **80%** **65.6%**

% Calls answered **95%** **81%**

% Households registered for website portal **20%** **24.6%**

% Satisfaction with response repairs service **80%** **81.5%**



Complaints

New complaints received: **434**

Complaints Closed: **429**

Average time to respond: **Target 10 days** **Actual 9 days**

Complaints responded to within target: **73.6%**

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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