

RYKNELD HOMES

Rykneald  
HOMES  
*at the heart of communities*

# CUSTOMER ANNUAL REPORT 2018/19

[WWW.RYKNELDHOMES.ORG.UK](http://WWW.RYKNELDHOMES.ORG.UK)

# INVESTING IN HOMES AND COMMUNITIES

Our award-winning energy efficiency programme reached a major milestone this year when we fitted our 1000th External Wall Insulation to a non-traditionally built home. We are using new technologies to help reduce the carbon footprint of properties and make them easier to heat and keep warm. Feedback from our customers has praised the warmth of their homes and their improved external appearance.



**IN 2018/19 WE COMPLETED  
30,960 REPAIRS**

**99% OF REPAIRS WERE  
COMPLETED ON TARGET**



**PERCENTAGE OF RENT  
COLLECTED = 97.37%**

**NUMBER OF ESTATE  
WALKABOUTS = 238**



## HEALTH AND SAFETY

We want you to live safely in your home. To do this we carry out safety checks to thousands of homes every year to ensure we meet national standards.

Your support is very important and we ask our customers to allow us access first time, if possible, for vital gas, electrical and fire inspections that help everyone to stay safe.



**GAS SAFETY CERTIFICATES UP TO  
DATE = 100%**

**NUMBER OF FIRE SAFETY CHECKS  
OF FLATS UP TO DATE = 100%**



**1,205 ELECTRICAL CONDITION  
REPORTS COMPLETED ON  
ELECTRICAL INSTALLATIONS AND  
WIRING IN CUSTOMERS' HOMES**





# CUSTOMER CARE

Customer care is very important to us. We are proud to have achieved the national Customer Service Excellence standard this year and win a national award for our Customer Services. We continue to invest in new technology to improve our service delivery and offer you more ways to contact us - at a time and a place to suit you.



**NUMBER OF CALLS RECEIVED = 111,216**

**AVERAGE WAIT TIME FOR A CALL TO BE ANSWERED = 36 SECONDS**



We try to resolve any complaints when you first make us aware our service has not met your expectations. We always learn from complaints and discuss with our staff and contractors where we need to improve service.



**NUMBER OF FORMAL COMPLAINTS RECEIVED = 35**



# SETTING PEOPLE UP TO SUCCEED

Access to good quality housing is a top priority in our district and we are playing our part in offering a choice of homes to suit different needs. As well as providing homes for rent, we have been helping people to get on the property ladder by building new homes for sale and for Shared Ownership.

The income from these properties is reinvested to support the development of more new homes for sale and rent.

We have also seen an increase in the number of people choosing to buy their homes - this year we sold 78 properties under the Right to Buy legislation.



**26 NEW HOMES BUILT FOR SHARED OWNERSHIP AND SALE**



When we let a property to a customer we want to set them up to succeed in their new homes by making sure it is well maintained and clean. This year, we improved 556 properties to ensure they met our letting standard and the feedback from customers has been very positive.



# Customer Annual Report

## 2018/19

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