

Feedback

20,066



lines of feedback received in the last year. This has doubled in the last year.

1,690



customers we contacted to put things right. This has trebled in the last year.

22%



average response rate from our customers for a feedback request. Last year it was 23%

Overall satisfaction

2018 2019

81.7% 83.7%



Feedback

Customer experience we measure

- Moving in
- Moving out
- Response
- RFT Call Centre
- Complaints
- Cleaning
- Grounds Maintenance
- Mutual Exchange
- Planned Repairs
- Responsive Repairs

Our Strengths

Manner	8164
Customer Service	6620
Repair Quality	2485
Communication	851

Complaints



7

days average time to resolve. This is an increase of 1 day from last year.



96.6%

satisfaction with resolution. Last year this was 90.4%



Average complaints per month

2018 2019

27 26

Themes

Poor communication	28%
Repair wait time	22%
Failure to attend	10%
Quality of work	7%

Customer Engagement Activity



1015

Platform members



2857

Platform responses

Platform surveys

Our relationship with you

Perceptions of Flagship Group

New home expectations

What is needed most in a new home

Building better

Renewables

Direct debit