













Local Offers

Local Offers are promises that we make to you. They detail how we will maintain our great services and make progress in other areas such as building new homes.

You can see below the progress we have made on our Local Offers throughout 2019/20.

Local Offers	Target for 2021	Progress so far 2019/20
Involvement and Empowerment  Achieve high levels of customer satisfaction  Ensure customers can pay their rent, apply for a home, report a repair and contact customer service online  Respond to customer contact within 4 working days	Target 93% 50% of customers choosing online services 100%	Progress 89.5% (two-thirds of customers surveyed) 30.4% of customers were choosing online services this year 92% of queries were responded to within 4 working days
Home  Build new affordable homes for rent to meet the needs of those who live in Cornwall  Complete your repair right first time  Work to ensure your home is affordable to heat all year round	Target 643 homes built for rent 99% No home costing more than £600 a year to heat	Progress 787 built so far 96.6% of repairs were completed right first time at the first visit 22 homes within our stock currently cost over £600 a year to heat. We are working on reducing this further.

Local Offers	Target for 2021	Progress so far 2019/20
Income  Help customers to manage the impact of changes to benefits  Support people back into work and training  Support people who live in Cornwall to access our homes through our online Homehunt system	Target Less than 59% of customers in receipt of Universal Credit experiencing rent arrears 500 people helped back into work or training 50% of our existing homes re-let through Homehunt	Progress 52.9% of Universal Credit customers were in arrears this year 489 supported so far 46% of our homes this year were let through Homehunt
Neighbourhood and Community  Ensure that your neighbourhood is a great place to live  Expand the support we provide for homeless people  Increase the number of older people that we support through new homes	Target 90% customer satisfaction 250 vulnerable people helped each year 130 new homes developed for older people including a new Extra Care complex	Progress 85.5% (two-thirds of customers surveyed) 331 vulnerable people helped this year On target