

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.

We have detailed information about the progress we have made on our Local Offers over the past year.

Here is a summary of our Local Offers to you, and our progress so far this year 2020/21.

Local Offers

Target for 2021

Progress so far August 2020

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% 2/3 completed, final result due soon

55% of customers are choosing online services this year

We managed to respond to **94%** of queries 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

A further **35** this year Total to date **822**

95.8% of repairs were completed right first time at the first visit

Just **22** homes within our stock currently cost over £600 a year to heat. We are working on reducing this further.

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 arrear

500 people helped back into work or training

50% of our existing homes re-let through Homehunt

Progress

35.7% of customers in receipt of UC are in arrears this year

A further **15** this year Total to date **514**

20% of our homes are 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% 2/3 completed, final result due soon

115 so far this year

On target