

# Service Standards 2018/19 Q1 (April – June)



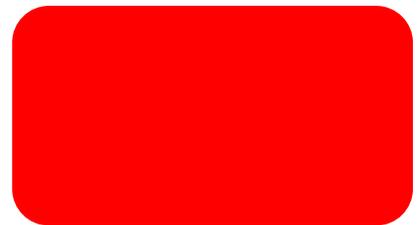
**On target = 9**



**Within 10% tolerance  
level = 3**



**Out of target = 0**





St. Leger Homes  
OF DONCASTER

1. *“All staff and contractors are: helpful, respectful, courteous, polite, friendly and professional”*

**100%** - Of respondents felt the member of staff they spoke to was polite and gave them their full attention

98% is our target. We measure this through quarterly mystery shopping reports

2. *“We will treat you as an individual with respect and dignity”*

3. *“We will make sure you feel safe in your home”*

**95%** - Of respondents were satisfied with the condition of their property (measured via new tenants satisfaction survey)

95% is our target



Please note: We only monitor our promise to service gas and fuel appliances annually

4. ***“We will always aim to deal with your enquiries quickly and effectively having knowledgeable staff”***



**100%** - Acknowledgment of your complaints and emails to central mailbox within 3 working days

100% is our target

**95%** - Written enquiries, complaints and compliments responded and resolved within 10 working days

95% is our target

**98.80%** - Response rate to social media posts within the same working day when within normal working hours

95% is our target



5. ***“We will be easy to contact, using your own preferred method (phone, email, letter, social media etc..)”***

**92.82% Overall** - We allocate a risk rating for anti-social behaviour (ASB) and respond within 24 hours to 10 days

We have 3 targets for this service standard - 95% for low and medium, with 90% for high

**100%** - For low level ASB (within 10 working days)

**92.03%** - For medium level ASB (within five working days)

**78.38%** - For high level ASB (within 24 hours)

**87%** - Calls answered within 30 seconds

95% is our target

**94%** - Register housing application or contact you if your application is incomplete within 10 working days

100% is our target

6. *“We will always offer you an appointment that is the most convenient to you”*



**99.45%** - Appointments made or kept

98% is our target

7. *“We will aim to do our best to get it right first time, every time”*

**99.48%** - Repairs are completed ‘right first time’

98% is our target

