

Service Standards 2019/20 Q3



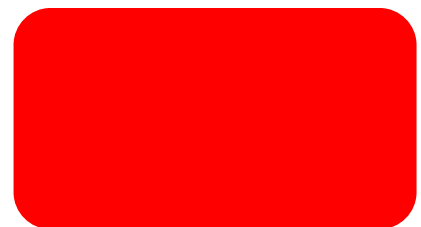
On target = 7



**Within 10% tolerance
level = 2**



Out of target = 3





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

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

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

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

95.74% - 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

83.75% - Written enquiries, complaints and compliments responded and resolved within 10 working days

95% is our target

99.06% - 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..)”*



92.09% 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

96.34% - For low level ASB (within 10 working days)

90.20% - For medium level ASB (within five working days)

87% - For high level ASB (within 24 hours)

77.57% - Calls answered within 20 seconds

95% is our target

52.93% - 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”***



99.34% - Appointments made or kept

98% is our target

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

99.31% - Repairs are completed 'right first time'

98% is our target

