

# Service Standards 2020/21 Q1



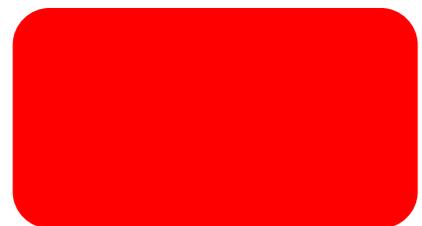
**On target = 10**



**Within 10% tolerance  
level = 1**



**Out of target = 2**





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”***

## **114 GIG members**

- Increase in the number of tenants involved in the Get Involved Group (GIG) on a quarterly basis

Our target is to increase the number of GIG members each and every quarter.

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



**100%** - 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”***



**85.60%** - Written enquiries, complaints and compliments responded and resolved within 10 working days

95% is our target

**99.32%** - 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..)”*



**95.74% 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

**99.01%** - For low level ASB (within 10 working days)

**98.05%** - For medium level ASB (within five working days)

**97.73%** - For high level ASB (within 24 hours)

**70.70%** - Calls answered within 20 seconds

95% is our target

**100%** - 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”***



**99.29%** - Appointments made or kept

98% is our target

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

**93.79%** - ‘First visit complete’

92% is our target

