

SERVICE STANDARD MEASURES – Q1 23/24

IN TARGET

- % of policies (customer facing) that require approval by Board discussed at the One Voice Forum – The Damp and Mould Policy and the Housing Management Policy were approved by Board in August. Both were discussed at OVF in Q1 – **Target is 100% - Q1 performance is 100%**.
- % of customers satisfied with condition of property – **Target is 95% - Q1 performance is 96.42%**

WITHIN TOLERANCE or NO TARGET

- Appointments made and kept – **Target is 98%. Q1 performance is 97.86% . Improving compared to Q4 22/23;**
- % of tenants satisfied with the most recent responsive repair carried out on their property – **Q1 87.42% - target is 88%**
- 90% of calls answered within 150 seconds – **Q1 performance is 88.13%;**
- Neighbour disputes, tenancy breaches or anti social behaviour within, 3 days medium risk and 5 days low risk - **Q1 performance for high risk is 89.23% (1 day) – cumulative Q4 22/23 was 93.01%;**
- **No Target - % of complaints about broken promises – 4.33% of all complaints received in Q1 22/23** were about broken promises.

NOT IN TARGET

- Written enquiries, complaints/ compliments within **10 working days – Q1 performance is 89.2% - target is 95%. Improving compared to Q4 22/23**
- Neighbour disputes, tenancy breaches or anti social behaviour within, 3 days medium risk– **Q1 76.92**
- Neighbour disputes, tenancy breaches or anti social behaviour within, 5 days low risk –**Q1 60%**
- Referrals to our tenancy support team **within 12 days** and undertake an assessment of need –**21.4 days Q1 23/23**

- Damp and mould inspections raised during the quarter, completed in target (Awaiting target to be set by Government)
- 60% of customers, whose ASB was closed during the quarter, satisfied with the way their anti-social behaviour complaint was handled – will be measured from October 2023 using transactional surveys;
- 88% of customers satisfied that the person they spoke to had the knowledge or information to resolve your call at the first point of contact – will be measured from October 2023 using transactional surveys;
- % of customers who thought staff and contractors were polite and respectful – will be measured from October 2023 using transactional surveys.