

# SERVICE STANDARD MEASURES – Q2 23/24

## IN TARGET

- % of policies (customer facing) that require approval by Board discussed at the One Voice Forum – **Target is 100% - Q2 performance is 100%** (changes to the complaints policy were discussed with Chair of Tenant Appeal Panel and Chair of TRIP as the changes directly impacted on these tenant groups)
- % of customers satisfied with condition of property – **Target is 95% - Q1 performance is 96.42% and Q2 cumulative is 98.18%**
- Appointments made and kept – **Target is 98%. Q1 performance is 97.86% and Q2 cumulative is 99.29%**
- High risk ASB cases. **Target is 90% responded to within 1 working day. Q1 – 90.65%, Q2 – 91.73% and cumulative Q2 is 90.72%**

## WITHIN TOLERANCE or NO TARGET

- % of tenants satisfied with the most recent responsive repair carried out on their property – **Target is 88% - Q1 87.42% - Q2 cumulative is 86.64%**
- % of complaints about broken promises – **5% of all complaints received in Q1 22/23 were about broken promises, in Q2 the figure was 6.62% and cumulative of 5.83%**
- Written enquiries, complaints/ compliments within **10 working days – Q1 performance is 89.2%, Q2 cumulative is 85.91%**

## NOT IN TARGET

- Referrals to our tenancy support team **within 12 days** and undertake an assessment of need – **Q1 was 21.4 day, Q2 performance is 21.3 days**
- 90% of calls answered within 150 seconds – **Q1 performance is 88.13% - Q2 cumulative is 54.77%**
- ASB social behaviour within 3 days medium risk – **Q1 76.92%, Q2 65.83% and cumulative Q2 72.12%**

## DATA NOT CURRENTLY AVAILABLE

- Damp and mould inspections raised during the quarter, completed in target (Will be implemented following the introduction of Awaab's law, which will ensure Social housing landlords will have to investigate and fix damp and mould in their properties within strict new time limits).
- 60% of customers, whose ASB was closed during the quarter, satisfied with the way their anti-social behaviour complaint was handled;
- 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;
- % of customers who thought staff and contractors were polite and respectful