

## Performance against our Service Standards for 2019/20

We asked our tenants which were their most important service standards and we will publish how we are performing against these service standards.

1. We will answer 80% of our queries at the first point on contact

Target: 80%

2019/20 Qtr. 4: 87%



6. New tenant satisfaction with the standard of the property when moved in.

Target: 100%

2019/20 Qtr. 4: 97.8%



2. We will respond to your letters and e-mails within 5 working days

Target: 95%

2019/20 Qtr. 4: 100%



7. Overall satisfaction with last repair carried out

Target: 92%

2019/20 Qtr. 4: 88.3%



3. We will acknowledge your complaint within 2 working days and inform you of the person dealing with it

Target: 95%

2019/20 Qtr. 4: 99%



8. We will carry out emergency repairs within 24 hours.

Target: 100%

2019/20 Qtr. 4: 98.4%



4. We will investigate and respond to your complaint within 10 working days

Target: 95%

2019/20 Qtr. 4: 92.2 %



9. We will publish a planned maintenance programme each year

Target: Yes

2019/20 Qtr. 4: Yes



5. Tenant satisfaction with how we managed their Anti Social Behaviour complaint

Target: 90%

2019/20 Qtr. 4: 96%



2019/20 Planned Maintenance programme published on website.

