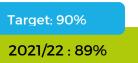




Performance against our Service Standards for 2021/22

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



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





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

Target: 95% 2021/22 : 100%



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

Target: 95%



2021/22 : 86.2%

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

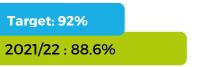




6. New tenant satisfaction with the standard of the property when moved in.



7. Overall satisfaction with last repair carried out



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



9. We will publish a planned maintenance programme each year





