

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

Target: 90%

2021/22 : 89%



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

Target: 95%

2021/22 : 100%



3. 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

Target: 90%

2021/22 : 85%



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

Target: 95%

2021/22 : 91.5%



7. Overall satisfaction with last repair carried out

Target: 92%

2021/22 : 88.6%



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

Target: 100%

2021/22 : 98.3%



9. We will publish a planned maintenance programme each year

Target: Yes

2021/22 : Yes

