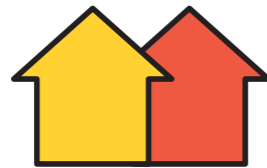


Service standards performance 1 April 2020 to 31 March 2021

Thirteen's service standards are our **promise to customers and partners about the way we provide our services.**

This information gives you details about how we're performing against the standards.



Customer Service

Target: telephone calls answered by the Touchpoint Team within 60 seconds.

We achieved:

40
seconds



Improving neighbourhoods

During the year, we attended

6,085

incidents of flytipping and removed

681

tonnes of waste at a cost of

£77,253



Anti-social behaviour

Target: on average, our customers scored their satisfaction with how well their ASB complaint was dealt with out of 10:

7.64



Independent living

Customers who scored us 7 or above out of 10 for satisfaction with the service:

96.9%

Older people

Target: all emergency calls answered within 60 seconds.

We achieved:

99%



Complaint handling

Target: to complete complaints within five working days:

We achieved:

100%



Leasehold

Target: provide annual itemised service charge bill to all leaseholders.

We achieved:

100%



Rent and service charges

Target: payments received from customers with correct details credited to accounts within two working days.

We achieved:

100%



Involvement

Target: our tenants scored how well Thirteen listens to their views and acts upon them at:

75%



Money advice

On average, our customers scored their overall satisfaction with the money advice service received out of 10:

9.75



Repairs

We achieved:

Appointments made and kept:

97.6%

Average days to complete a repair

7.11

Overall customer satisfaction with repairs

91%