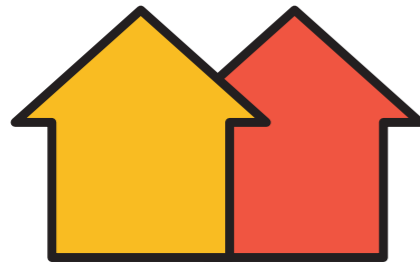


Service standards performance April 2018 to March 2019

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 Contact Team within 30 seconds.

We achieved:

18
seconds



Neighbourhoods

Target: visit all areas of our estates at least every 12 weeks to carry out inspections with residents.

We achieved:

100%



Anti-social behaviour

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

7.3



Independent living

Minor and major home adaptations completed:

Target: minor adaptations within 28 working days. We achieved: **94%**

Target: major adaptations within 80 working days. We achieved: **97%**

Lettings

Target: all applications to rent a home registered immediately (where all required information is provided).

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 2 working days.

We achieved:

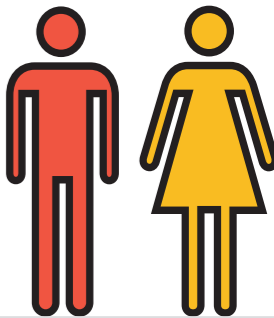
100%



Involvement

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

75%



Money advice

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

9.9



Repairs

We will attend and complete repairs within:

Emergency repairs within 24 hours. We achieved: **97%**

Appointed repairs within 28 days. We achieved: **99%**

Planned repairs within 60 days. We achieved: **99%**