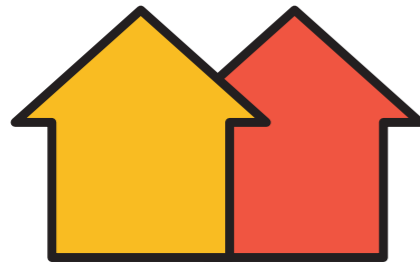


Service standards performance

1 April to 30 September 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:
23
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

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

7.4



Independent living

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

9.7

Older people

Target: all emergency calls answered within 60 seconds.

We achieved:
98%



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:

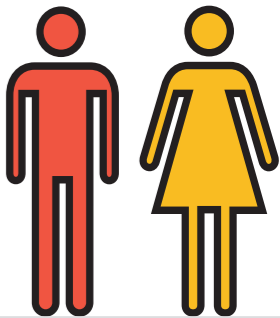
100%



Involvement

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:

9.8



Repairs

We will attend and complete repairs within:

Emergency repairs within 24 hours. We achieved:

99%

Appointed repairs within 28 days. We achieved:

100%

Planned repairs within 60 days. We achieved:

99%