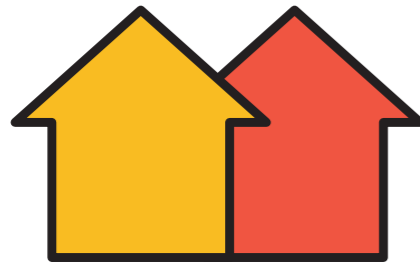


Service standards performance

1 April 2019 to 31 March 2020

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:

22
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:

6.9



Independent living

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

9.8

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:

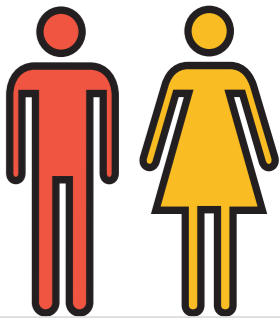
100%



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



Older people

Target: all emergency calls answered within 60 seconds.

We achieved:

99%



Rent and service charges

Target: payments received from customers with correct details credited to accounts within 2 working days.

We achieved:

100%



Repairs

We achieved:

Appointments made and kept:

98.6%

Average days to complete a repair:

7.83

Overall customer satisfaction with repairs:

91%