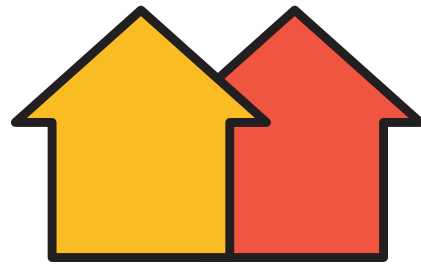


Service standards performance 2017/18

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

Target: all reported anti-social behaviour incidents acknowledged within one working day.

We achieved:

100%



Independent living

Minor and major home adaptations completed:

Target: Minor adaptations within 28 working days. We achieved: **84%**

Target: Major adaptations within 80 working days. We achieved: **98%**

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:

99%



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%

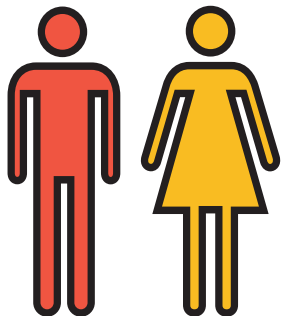


Involvement

Target: contact every new tenant to get involved with Thirteen within six months of moving in.

We achieved:

50%



Money advice

Target: offer customers with a money advice appointment within the first four weeks of a new tenancy.

We achieved:

100%



Repairs*

We will attend and complete repairs within:

Emergency repairs within 24 hours. We achieved: **92%**

Appointed repairs within 28 days. We achieved: **94%**

Planned repairs within 60 days. We achieved: **98%**

*From September 17 to March 18