

# Service standards performance 1 April 2024 to 31 March 2025

**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.**

The updated service standards complement the consumer standards and tenant satisfaction measures, helping to give customers more information about the way that we provide services in a number of areas.

Customer service standard	Target	Result 2024/25
Every service will carry out an annual equality impact assessment.	100%	100%
All customers requiring accessibility support will be offered a dedicated appointment.	100%	95.20%
We will complete repairs first time.	90%	96.13%
Referrals to the employability service will be contacted by an employability caseworker within three working days of referral.	100%	98%
We will offer an appointment for repairs when you first contact us. If this is not possible at that time we will follow up your contact to confirm a date and time.	100%	97%
Should you wish to move we will arrange an appointment to discuss housing options within five working days of you telling us.	100%	100%
We will provide adaptations and commit to spending £1m each year.	£1m	£1,341,739
All incidents of ASB reported to Thirteen will be acknowledged within one working day with an initial response.	100%	100%
We will aim to respond to all stage one complaints within five working days. We work to resolve issues quickly but for those more complex complaints we can take up to 10 days in agreement with the customer.	100%	98%
We will aim to have properties ready to let from the previous tenant within 30 days on average (excluding those with major repairs).	30 days average	31.62
We will contact customers four weeks prior to the end date of their tenancy.	100%	69.55%
Translation services will be available 365 days a year for residents that need support.	365 days	365 days
A relevant building safety customer engagement plan is in place for 100% of customers.	100%	100%
All serious cases of ASB that are reported (domestic abuse, hate crimes and serious issues of safety) will be responded to within one working day.	100%	94%
We will treat all customers with fairness and respect. We will measure this against the number of stage zero - two complaints about fairness and respect.	0%	0%
We will acknowledge all stage one complaints within one working day.	100%	100%