

# Service Standards 2023/24 Q1



**On target = 2**



**Within 10% tolerance  
level = 5**



**Out of target = 3**



1. *“All staff and contractors are helpful, respectful, courteous, polite, friendly and professional”*



**Awaiting data** - % of respondents who felt the member of staff they spoke to was polite and gave them their full attention

98% is our target

2. *“We will treat you as an individual with respect and dignity”*

**100%** - % of policies requiring Board approval that have been discussed at the One Voice Forum

100% is our target

**4.33%** - % of complaints we received that were about broken promises

No target

### 3. *“We will make sure you feel safe in your home”*



St. Leger Homes  
OF DONCASTER

**96.42%** - Of respondents who were satisfied with the condition of their property (measured via new tenant satisfaction survey)

95% is our target



**21.4 days** – Time taken to respond to referrals that are made to our Tenancy Support Team and undertake an assessment of need

12 days is our target

Please note: We only monitor our promise to service gas and fuel appliances annually.

4. ***“We will always aim to deal with your enquiries quickly and effectively having knowledgeable staff”***



**89.2%** - Written enquiries, complaints and compliments responded and resolved within 10 working days

95% is our target

**88%** - Of customers were satisfied the person they spoke to had the knowledge to resolve the call at the first point of contact

Will be measured from Oct 2023 using transactional surveys



5. ***“We will be easy to contact, using your own preferred method (phone, email, letter, social media etc..)”***

**60.00%** - For low level ASB (within five working days)

**76.92%** - For medium level ASB (within three working days)

**89.23%** - For high level ASB (within 24 hours)

We have 3 targets for this service standard - 95% for low and medium, with 90% for high

**60%** - Of customers whose ASB case was closed were satisfied with how it was handled

Will be measured from Oct 2023 using transactional surveys

**88.13%** - Calls answered within 150 seconds

90% is our target

6. *“We will always offer you an appointment that is the most convenient to you”*



**97.86%**- Appointments made or kept

98% is our target

7. *“We will aim to do our best to get it right first time, every time”*

**87.42%** - % of tenants satisfied with their most recent responsive repair

88% is our target



**Awaiting data** - Damp and mould inspections raised and completed

Awaiting target to be set by Government