

SERVICE STANDARD MEASURES – Q3 23/24

IN TARGET

- % of policies (customer facing) that require approval by Board discussed at the One Voice Forum – Target is 100% - **Q3 performance is 100%**. The repairs and maintenance policy approved by Board in December 2023 was consulted on with the OVF.
- % of customers satisfied with condition of property – **Target is 95% - Q2 performance 94.96% and Q3 cumulative is 96.70%**
- High risk ASB cases. **Target is 90% responded to within 1 working cumulative Q3 is 91.28%**
- % of customers, whose ASB was closed during the quarter, satisfied with the way their anti-social behaviour complaint was handled – **target is 60%. Actual is 87%** (from 31/7/23 to end December cumulative)

WITHIN TOLERANCE or NO TARGET

- % of tenants satisfied with the most recent responsive repair carried out on their property – Target is 88% - in Q2 cumulative figure was **86.64%, Q3 cumulative 86.22%**
- % of complaints about broken promises – **Q2 figure was 6.62% and cumulative of 5.83%** Broken promises Q3 is 6.67%, and cumulative 6.08% - No target
- Written enquiries, complaints/ compliments within **10 working days – Q2 performance cumulative is 85.91%, Q3 cumulative is 87.96%**
- Appointments made and kept – **Target is 98%. Q2 cumulative is 99.29% Q3 cumulative 95.36%**

NOT IN TARGET

- Referrals to our tenancy support team **within 12 days** and undertake an assessment of need –**Q2 cumulative performance was performance is 21.35 days – improved to 19.1 cumulative in Q3.**
- 90% of calls answered within 150 seconds – **Q3 performance is 37% - Q3 cumulative is 61.33%**
- ASB social behaviour within 3 days medium risk–**cumulative Q3 78.37%**
- Customers satisfied that the person they spoke to had the knowledge or information to resolve your call at the first point of contact **Q3 cumulative is 72.84%** - target is 88%

DATA NOT CURRENTLY AVAILABLE

- Damp and mould inspections raised during the quarter, completed in target (On 9 January, the Awaab's Law consultation was launched by the Secretary of State for Levelling Up, Housing and Communities. This will run until 5th March)
- % of customers who thought staff and contractors were polite and respectful.