



Service Expectations

Performance October 2022 to March 2023

Your Voice

Expectation

We will resolve complaints within ten working days

We will ensure you are satisfied with the handling of your complaint

We will answer phone calls promptly

We will respond to emails and webchats promptly

We will demonstrate that customers have influenced services

Performance

97.4%

61%

94.2% calls answered

75% of emails responded to in one day and **96%** of webchats responded to in 5 minutes

99%

Your Home

Expectation

We will complete or make safe emergency repairs within 24 hours

We will get your repair right first time

We will keep repairs appointments

We will ensure you are satisfied with investment work undertaken on your property

We will ensure customers' homes are safe

Performance

99.83%

99%

97.81%

98.68%

100%

Your Neighbourhood

Expectation

We will ensure your neighbourhood is clean, tidy and well kept

We will make sure you are satisfied with the grounds maintenance service

We will resolve your ASB case in a timely manner

We will ensure you are satisfied with the handling of your ASB case

We will ensure you are satisfied with your neighbourhood as a place to live

Performance

98.92%

90%

An average of **38 days** to resolve a case

95%

96%