



# Service Expectations

Performance Apr 2021 to Sept 2021

## 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

**96%** complaints are resolved within 10 days

**86%**

**94.00%**

**87%** of emails responded to in one day and **99%** of webchats responded to in 5 minutes

**99%** of customers are satisfied that Stockport Homes listens and acts

## 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

**99.90%**

**96.50%**

**97.90%**

**100%**

**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

**98.8%** of neighbourhood inspections are graded as good or better

**90%**

An average of **49 days** to resolve a case

**97.00%**

**96.70%**