




Service Standards Update

The standards below have been chosen by residents as the performance indicators they wished to be updated on.

Performance Indicator	Performance 2008 / 09	Target 2009 / 10	Performance 2009 / 10	Are we on target?	Are we getting better?
Complaints responded to within 10 days	71%	100%	92%		
The amount of phone calls answered within target	91.7%	85%	92%		
Emergency repairs completed on target	100%	100%	100%		
Urgent repairs completed on target	100%	100%	100%		
Routine repairs completed on target	97.6%	99%	99%		
Properties which met the lettable standard*	n/a	100%	82%		n/a
Repairs completed right first time	99%	99%	99%		
Reports of anti -social behaviour responded to on target	100%	100%	98.5%		
Offensive graffiti removed within target	100%	100%	100%		
Gas services completed	100%	100%	100%		
Customer informed 4 weeks before major works commenced	n/a	100%	100%		n/a

*This performance figure is based on the opinion of our new tenants. 18% weren't sure, no one thought that their property did not meet the standard.

Key	Are we getting better?
	Performance has improved over the two years monitored
	Performance has remained the same
	Performance has deteriorated

Key	Are we meeting our targets?
	Meeting or exceeding the target
	Below target, but only just
	Significantly below target

