

Freebridge Community Housing – Service Standards Performance

Tenant Involvement and Empowerment Standards	Q1 – 18/19	Q2 – 18/19	Q3 – 18/19	Q4 – 18/19
We shall respond to any complaints made through our formal complaints process within ten working days.	78%	77%	94%	92%
We shall measure our tenants' overall satisfaction with Freebridge as a housing provider – our satisfaction target for 18/19 is 88%.	87%	86%	82%	86%
We shall measure our tenants' satisfaction with being kept informed – our satisfaction target for 18/19 is 88%.	85%	81%	79%	81%

Your Home Standards	Q1 – 18/19	Q2 – 18/19	Q3 – 18/19	Q4 – 18/19
We shall respond to emergency repairs (as defined on our website) within 24 hours.	-	-	-	-
We shall respond to urgent repairs (as defined on our website) within one week.	-	-	-	-
We shall respond to routine repairs (as defined on our website) with 28 days.	-	-	-	-
We shall measure our tenants' satisfaction with our repairs service – our satisfaction target for 18/19 is 80%.	72%	80%	73%	75%
We shall measure our tenants' satisfaction with their home – our satisfaction target for 18/19 is 80%.	83%	78%	71%	71%
We shall measure the number of repairs appointments we make and then keep to – our target for 18/19 is 100%.	87%	89%	98%	100%

Your Tenancy Standards	Q1 – 18/19	Q2 – 18/19	Q3 – 18/19	Q4 – 18/19
We shall measure our tenants' satisfaction with their rent and service charges – our satisfaction target for 2018/2019 is 85%.	89%	83%	74%	82%
We shall measure our tenants' satisfaction with how we deal with reports of anti-social behaviour – our satisfaction target for 2018/2019 is 90%.	87%	73%	86%	96%

Your Neighbourhood and Community Standards	Q1 – 18/19	Q2 – 18/19	Q3 – 18/19	Q4 – 18/19
We shall contact you and take action on very serious reports of anti-social behaviour in one working day.	100%	100%	100%	100%
We shall contact you within one day and take action in five days on serious reports of anti-social behaviour.	68%	72%	63%	70%
We shall contact you within three days and take action in ten days on minor reports of anti-social behaviour.	67%	66%	42%	100%
We shall measure our tenants' satisfaction with their neighbourhood – our satisfaction target for 2018/2019 is 85%.	80%	78%	83%	81%