

## Freebridge Community Housing – Service Standards Performance

<b>Tenant Involvement and Empowerment Standards</b>	<b>Q1 – 19/20</b>	<b>Q2 – 19/20</b>	<b>Q3 – 19/20</b>	<b>Q4 – 19/20</b>
We shall respond to any complaints made through our formal complaints process within ten working days.	<b>42%</b>	<b>40%</b>	<b>80%</b>	
We shall measure our tenants' overall satisfaction with Freebridge as a housing provider – our satisfaction target for 19/20 is 88%.	<b>92%</b>	<b>79%</b>	<b>82%</b>	
We shall measure our tenants' satisfaction with being kept informed – our satisfaction target for 19/20 is 88%.	<b>87%</b>	<b>82%</b>	<b>83%</b>	

<b>Your Home Standards</b>	<b>Q1 – 19/20</b>	<b>Q2 – 19/20</b>	<b>Q3 – 19/20</b>	<b>Q4 – 19/20</b>
We shall respond to emergency repairs (as defined on our website) within 24 hours.	<b>48%</b>	<b>50%</b>	<b>41%</b>	
We shall respond to urgent repairs (as defined on our website) within one week.	<b>85%</b>	<b>58%</b>	<b>57%</b>	
We shall respond to routine repairs (as defined on our website) with 28 days.	<b>56%</b>	<b>67%</b>	<b>63%</b>	
We shall measure our tenants' satisfaction with our repairs service – our satisfaction target for 19/20 is 80%.	<b>80%</b>	<b>67%</b>	<b>66%</b>	
We shall measure our tenants' satisfaction with their home – our satisfaction target for 19/20 is 80%.	<b>79%</b>	<b>68%</b>	<b>74%</b>	
We shall measure the number of repairs appointments we make and then keep to – our target for 19/20 is 100%.	<b>99%</b>	<b>99%</b>	<b>100%</b>	

<b>Your Tenancy Standards</b>	<b>Q1 – 19/20</b>	<b>Q2 – 19/20</b>	<b>Q3 – 19/20</b>	<b>Q4 – 19/20</b>
We shall measure our tenants' satisfaction with their rent and service charges – our satisfaction target for 19/20 is 85%.	<b>91%</b>	<b>83%</b>	<b>81%</b>	
We shall measure our tenants' satisfaction with how we deal with reports of anti-social behaviour – our satisfaction target for 19/20 is 90%.	<b>92%</b>	<b>97%</b>	<b>90%</b>	

<b>Your Neighbourhood and Community Standards</b>	<b>Q1 – 19/20</b>	<b>Q2 – 19/20</b>	<b>Q3 – 19/20</b>	<b>Q4 – 19/20</b>
We shall contact you and take action on very serious reports of anti-social behaviour in one working day.	<b>100%</b>	<b>78%</b>	<b>100%</b>	
We shall contact you within one day and take action in five days on serious reports of anti-social behaviour.	<b>81%</b>	<b>73%</b>	<b>69%</b>	
We shall contact you within three days and take action in ten days on minor reports of anti-social behaviour.	<b>75%</b>	<b>62%</b>	<b>100%</b>	
We shall measure our tenants' satisfaction with their neighbourhood – our satisfaction target for 2018/2019 is 85%.	<b>83%</b>	<b>84%</b>	<b>79%</b>	