

Freebridge Community Housing – Service Standards Performance

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

Your Home Standards	Q1 – 19/20	Q2 – 19/20	Q3 – 19/20	Q4 – 19/20
We shall respond to emergency repairs (as defined on our website) within 24 hours.	48%	50%	41%	35%
We shall respond to urgent repairs (as defined on our website) within one week.	85%	58%	57%	52%
We shall respond to routine repairs (as defined on our website) with 28 days.	56%	67%	63%	59%
We shall measure our tenants' satisfaction with our repairs service – our satisfaction target for 19/20 is 80%.	80%	67%	66%	61%
We shall measure our tenants' satisfaction with their home – our satisfaction target for 19/20 is 80%.	79%	68%	74%	68%
We shall measure the number of repairs appointments we make and then keep to – our target for 19/20 is 100%.	99%	99%	100%	99%

Your Tenancy Standards	Q1 – 19/20	Q2 – 19/20	Q3 – 19/20	Q4 – 19/20
We shall measure our tenants' satisfaction with their rent and service charges – our satisfaction target for 19/20 is 85%.	91%	73%	81%	83%
We shall measure our tenants' satisfaction with how we deal with reports of anti-social behaviour – our satisfaction target for 19/20 is 90%.	92%	97%	90%	83%

Your Neighbourhood and Community Standards	Q1 – 19/20	Q2 – 19/20	Q3 – 19/20	Q4 – 19/20
We shall contact you and take action on very serious reports of anti-social behaviour in one working day.	100%	78%	100%	100%
We shall contact you within one day and take action in five days on serious reports of anti-social behaviour.	81%	73%	69%	76%
We shall contact you within three days and take action in ten days on minor reports of anti-social behaviour.	75%	62%	100%	66%
We shall measure our tenants' satisfaction with their neighbourhood – our satisfaction target for 2018/2019 is 85%.	83%	84%	79%	85%