

Freebridge Community Housing – Service Standards Performance

Tenant Involvement and Empowerment Standards	Q1 – 20/21	Q2 – 20/21	Q3 – 20/21	Q4 – 20/21
We shall respond to any complaints made through our formal complaints process within ten working days.	80%	50%		
We shall measure our tenants' overall satisfaction with Freebridge as a housing provider – our satisfaction target for 19/20 is 88%.	83%	82%		
We shall measure our tenants' satisfaction with being kept informed – our satisfaction target for 19/20 is 88%.	82%	79%		

Your Home Standards	Q1 – 20/21	Q2 – 20/21	Q3 – 20/21	Q4 – 20/21
We shall respond to emergency repairs (as defined on our website) within 4 hours.*	42%	55%		
We shall respond to urgent repairs (as defined on our website) within 24 hours.*	70%	72%		
We shall respond to routine repairs (as defined on our website) with 28 days.*	53%	62%		
We shall measure our tenants' satisfaction with our repairs service – our satisfaction target for 19/20 is 80%.	68%	64%		
We shall measure our tenants' satisfaction with their home – our satisfaction target for 19/20 is 80%.	73%	74%		
We shall measure the number of repairs appointments we make and then keep to – our target for 19/20 is 100%.	99%	99%		

*Although our Service Standards state “We shall respond to... repairs” the figures we quote in respect of these three categories are where we have completed repairs.

Your Tenancy Standards	Q1 – 20/21	Q2 – 20/21	Q3 – 20/21	Q4 – 20/21
We shall measure our tenants' satisfaction with their rent and service charges – our satisfaction target for 19/20 is 85%.	84%	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%.	86%	83%		

Your Neighbourhood and Community Standards	Q1 – 20/21	Q2 – 20/21	Q3 – 20/21	Q4 – 20/21
We shall contact you and take action on very serious reports of anti-social behaviour in one working day.	100%	55%*		
We shall contact you within one day and take action in five days on serious reports of anti-social behaviour.	76%	92%		
We shall contact you within three days and take action in ten days on minor reports of anti-social behaviour.	100%	87%		
We shall measure our tenants' satisfaction with their neighbourhood – our satisfaction target for 2018/2019 is 85%.	77%	72%		

*During quarter 2 a new software system was adopted for recording and managing asb cases. This coincided with a period of lockdown when staff were unable to carry out the normal face to face interviews prescribed in the asb procedure.