

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%			
We shall measure our tenants' overall satisfaction with Freebridge as a housing provider – our satisfaction target for 18/19 is 88%.	87%			
We shall measure our tenants' satisfaction with being kept informed – our satisfaction target for 18/19 is 88%.	85%			

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%			
We shall measure our tenants' satisfaction with their home – our satisfaction target for 18/19 is 80%.	83%			
We shall measure the number of repairs appointments we make and then keep to – our target for 18/19 is 100%.	87%			

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%			
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%			

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%			
We shall contact you within one day and take action in five days on serious reports of anti-social behaviour.	67%			
We shall contact you within three days and take action in ten days on minor reports of anti-social behaviour.	68%			
We shall measure our tenants' satisfaction with their neighbourhood – our satisfaction target for 2018/2019 is 85%.	80%			