

## 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.                               | <b>42%</b> | <b>40%</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> |            |            |
| We shall measure our tenants' satisfaction with being kept informed – our satisfaction target for 19/20 is 88%.                      | <b>87%</b> | <b>82%</b> |            |            |

| 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.                              | <b>48%</b> | <b>50%</b> |            |            |
| We shall respond to urgent repairs (as defined on our website) within one week.                                 | <b>85%</b> | <b>58%</b> |            |            |
| We shall respond to routine repairs (as defined on our website) with 28 days.                                   | <b>56%</b> | <b>67%</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> |            |            |
| We shall measure our tenants' satisfaction with their home – our satisfaction target for 19/20 is 80%.          | <b>79%</b> | <b>68%</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>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>        |                   |                   |
| 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>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>        |                   |                   |
| 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>        |                   |                   |
| 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>        |                   |                   |
| We shall measure our tenants' satisfaction with their neighbourhood – our satisfaction target for 2018/2019 is 85%. | <b>83%</b>        | <b>84%</b>        |                   |                   |