

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%	91%	92%
We shall measure our tenants' overall satisfaction with Freebridge as a housing provider – our satisfaction target for 19/20 is 88%.	83%	82%	81%	81%
We shall measure our tenants' satisfaction with being kept informed – our satisfaction target for 19/20 is 88%.	82%	79%	81%	80%

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. ¹	42%	55%	55%	61%
We shall respond to urgent repairs (as defined on our website) within 24 hours. ¹	70%	72%	70%	76%
We shall respond to routine repairs (as defined on our website) with 28 days. ¹	53%	62%	63%	65%
We shall measure our tenants' satisfaction with our repairs service – our satisfaction target for 19/20 is 80%.	68%	64%	67%	67%
We shall measure our tenants' satisfaction with their home – our satisfaction target for 19/20 is 80%.	73%	74%	72%	71%
We shall measure the number of repairs appointments we make and then keep to – our target for 19/20 is 100%.	99%	99%	99%	99%

¹ 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%	86%	87%
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%	100%	97%

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%²	70%	100%
We shall contact you within one day and take action in five days on serious reports of anti-social behaviour.	76%	92%	85%	100%
We shall contact you within three days and take action in ten days on minor reports of anti-social behaviour.	100%	87%	88%	100%
We shall measure our tenants' satisfaction with their neighbourhood – our satisfaction target for 2018/2019 is 85%.	77%	72%	83%	85%

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