

Are we meeting our Service Standards?



listen *Our promise to you...*

respect

service standards

openness

promises

contractors

investigate

consult

customers

code of conduct

management

accessible

Latest performance information from Harden Housing Association for April 2009 to March 2010

Responding to you

95% of telephone calls were answered within 6 rings

73% of letters and emails were answered within 7 days.

Access to our services

We received **0** requests for access to customer files or computer records.

Repairs

98% of our emergency repairs were completed or made safe within 24 hours

77% of our routine repairs were offered an appointment within 28 days

100% of our homes with a gas supply have received an annual gas safety check.

Managing your home

64% of anti social behaviour reports were responded to within 14 days

75% of harassment or racial harassment reports were responded to within 2 days

100% of harassment or racial harassment cases where a physical attack has taken place were responded to within 1 day.

Responding to complaints

78% of complaints were responded to within 14 days.

Getting involved

81% of the actions in the annual Customer Involvement Statement have been completed.

