

# Are we meeting our Service Standards?



## Latest performance information from Harden Housing for April 2011 to September 2011

### Responding to you

of telephone calls were answered within 6 rings

**67.89%** of letters and emails were answered within 7 calendar days\*

### Responding to complaints

**83%** of complaints were responded to within 14 calendar days\*

### Access to our services

**0** requests for access to customer files were received

### Repairs

**98.69%** of our emergency repairs were completed or made safe within 24 hours

**100%** of our routine repairs were offered an appointment within 28 calendar days\*

**99.65%** of our urgent repairs were offered an appointment within 7 calendar days\*

**99.93%** of our gas appliances received an annual gas safety check

### Managing your home

**78%** of anti social behaviour reports were responded to within 14 calendar days\*

**67%** of harassment or racial harassment reports were responded to within 3 calendar days\*

**no cases reported** of harassment or racial harassment cases where a physical attack has taken place were responded to within 1 calendar day\*

### Getting involved

The actions in the annual Customer Involvement Statement are ongoing.

\* Except for Bank holidays and office closures



Harden, Nexus, Kemble and Whitefriars are members of WM Housing Group