

Are we meeting our Service Standards?



listen *Our promise to you...*



Latest performance information from Kemble Housing for April 2009 - March 2010

Responding to you

- 91%** of telephone calls were answered within 6 rings
- 92%** 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

- 99.8%** of our emergency repairs were completed or made safe within 24 hours
- 73%** 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

- 84%** of anti social behaviour reports were responded to within 14 days
- 63%** of harassment or racial harassment reports where 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

- 94%** of complaints were responded to within 14 days.

Getting involved

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

