

# Are we meeting our Service Standards?

listen *Our promise to you...*



## 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.