

## Service standards performance 2021/2022

Thirteen's service standards are our promise to customers and partners about the way we provide our services. This information gives you details about how we're performing against the standards.

### Customer service

**Target:** telephone calls answered by the Touchpoint Team within 120 seconds.

We achieved:

**158**  
seconds

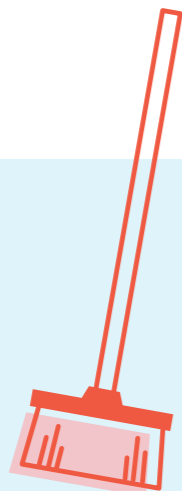


### Improving neighbourhoods

During the year, we attended

**2,702**

incidents of flytipping and removed



**416**

tonnes of waste at a cost of

**£47,744**



### Anti-social behaviour

Overall satisfaction with the service

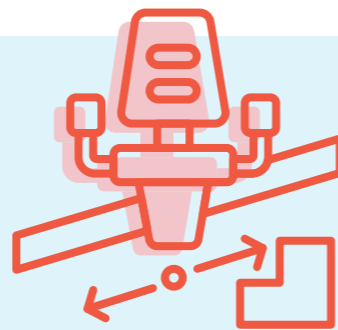
**54.2%**



### Independent living

Total spend on new adaptations (including stairlifts)

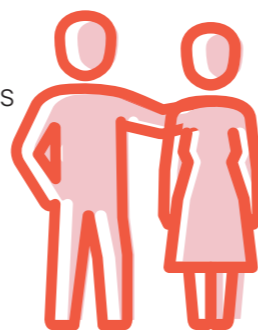
**£1,346,713**



### Older people

Customers in Extra Care and other accommodation for older people seen by our Care & Support services

**2602**



### Complaint handling

% completed in five working days

We achieved:

**87%**



### Leasehold

**Target:** provide annual itemised service charge bill to all leaseholders.

We achieved:

**100%**



### Rent and service charges

**Target:** payments received from customers with correct details credited to accounts within two working days.

We achieved:

**100%**



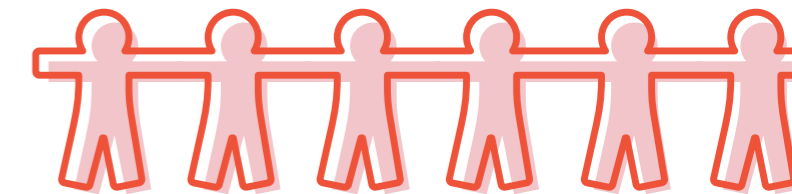
### Involvement

**814**

Hours volunteered by involved customers

**51**

Services changed or implemented as a result of customer involvement



### Money advice

**1203**

Customers supported by the tenancy support team

**507**

People supported into education or training



### Repairs

We achieved:

Appointments made and kept:

**97.5%**

Average days to complete a repair:

**12.05**

Overall customer satisfaction with repairs:

**89.2%**

