

Service standards performance 2022/2023

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 300 seconds.

We achieved:

470
seconds

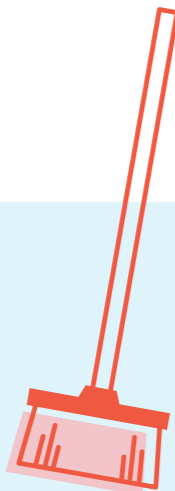


Improving neighbourhoods

During the year, we attended

2,333

incidents of flytipping and removed



332

tonnes of waste at a cost of

£38,191



Anti-social behaviour

Target: Overall satisfaction with the service

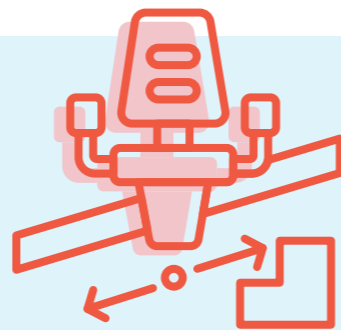
49.5%



Independent living

Total spend on new adaptations (including stairlifts)

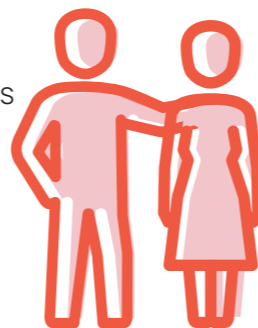
£1,520,346



Older people

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

2588



Complaint handling

% completed in five working days

We achieved:

94%



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%

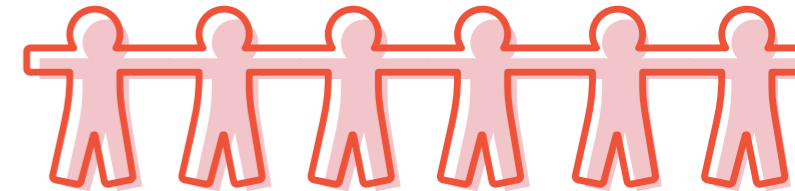


Involvement

1554 | **24**

Hours volunteered by involved customers

Services changed or implemented as a result of customer involvement



Money advice

1591

Customers supported by the tenancy support team

533

People supported into education or training



Repairs

We achieved:

Appointments made and kept:

94.2%

Average days to complete a repair:

20.49

Overall customer satisfaction with repairs:

85.6%

