

Service standards performance 1 April 2023 - to 31 March 2024

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.

The updated service standards complement the consumer standards and tenant satisfaction measures, helping to give customers more information about the way that we provide services in a number of areas.

Customer service standard	Target	Result 2023/24
Every service will carry out an annual equality impact assessment	100%	100%
All customers requiring accessibility support will be offered a dedicated appointment	100%	95.07%
We will complete repairs first time	90%	97.15%
Referrals to the employability service will be contacted by an employability caseworker within three working days of referral	100%	99.8%
We will offer an appointment for repairs when you first contact us. If this is not possible at that time we will follow up your contact to confirm a date and time	100%	93%
Should you wish to move we will arrange an appointment to discuss housing options within five working days of you telling us	100%	100%
We will provide adaptations and commit to spending £1m each year	£1m	£1,998,452
All incidents of ASB reported to Thirteen will be responded to within one working day	100%	100%
We will aim to respond to all stage one complaints within five working days. We work to resolve issues quickly but for those more complex complaints we can take up to 10 days in agreement with the customer	100%	96%
We will aim to have properties ready to let from the previous tenant within 30 days on average (excluding those with major repairs)	30 days average	19.95
We will contact customers four weeks prior to the end date of their tenancy	100%	54.03%
Translation services will be available 365 days a year for residents that need support	365 days	365 days
A relevant building safety customer engagement plan is in place for 100% of customers	100%	90.9%
All serious cases of ASB that are reported (domestic abuse, hate crimes and serious issues of safety) will be responded to within one working day	100%	56%
We will treat all customers with fairness and respect. We will measure this against the number of stage zero - two complaints about fairness and respect	0%	2.71%
We will acknowledge all stage one complaints within one working day	100%	100%