

Appendix Two - Proposed Service Expectations

| Area | Expectation | How measured |
|--------------------|---|---|
| Your Home | We will complete or make safe emergency repairs within 24 hours | % emergency repairs completed |
| | We will get your repair right first time | % repairs completed right first time |
| | We will keep repairs appointments | % of repairs appointments kept |
| | We will ensure you are satisfied with investment work undertaken on your property | % satisfied with the quality of service received from SHG before , during and after works |
| | We will ensure customers' homes are safe | % completion of combined (gas servicing, fire risk assessments, water safety, electrical safety and asbestos) |
| Your Neighbourhood | We will ensure your neighbourhood is clean, tidy and well kept | % of neighbourhood inspections rated good or better |
| | We will make sure you are satisfied with the grounds maintenance service | % satisfied with grounds maintenance service |
| | We will resolve your ASB case in a timely manner | Mean average of days taken to close an ASB case |
| | We will ensure you are satisfied with the handling of your ASB case | % satisfaction with handling of ASB case |
| | We will ensure you are satisfied with your neighbourhood as a place to live | satisfaction with neighbourhood as a place to live |
| Your Voice | We will resolve complaints within ten working days | % complaints resolved in 10 days |
| | We will ensure you are satisfied with the handling of your complaint | % satisfaction with handling of the case |
| | We will answer phone calls promptly | % of calls answered with average time to answer for contact centre |
| | We will respond to emails and web chats promptly* | Coming Soon |
| | We will demonstrate that customers have influenced services | % are satisfied that SHG listens to and acts upon them |