

## Appendix One - Service Expectations

Theme	Expectation	Performance 18-19	Performance 19-20	Performance 20-21
Home	We will complete or make safe emergency repairs within 24 hours	89.1%	99.7%	99.9%
	We will get your repair right first time	95.7%	95.8%	96.0%
	We will keep repairs appointments	97.4%	97.8%	98.4%
	We will ensure you are satisfied with investment work undertaken on your property	98.6%	98.7%	98.7%
	We will ensure customers' homes are safe <sup>1</sup>	100%	100%	100%
Your Neighbourhood	We will ensure your neighbourhood is clean, tidy and well kept <sup>2</sup>	98.1%	98.1%	98.8%
	We will make sure you are satisfied with the grounds maintenance service	89%	88%	90%

<sup>1</sup> Completion of gas servicing, fire risk assessments, water safety, electrical safety and asbestos tests

<sup>2</sup> Neighbourhood inspections graded as good or better

	We will resolve your ASB case in a timely manner <sup>3</sup>	60 days	56 days	51 days
	We will ensure you are satisfied with the handling of your ASB case	98.9%	99.4%	99.5%
	We will ensure you are satisfied with your neighbourhood as a place to live	94.7%	96.6%	97.2%
Your Voice	We will resolve complaints within ten working days <sup>4</sup>	95.9%	89.2%	98.4%
	We will ensure you are satisfied with the handling of your complaint	74.0%	89.4%	82.8%
	We will answer phone calls promptly	93.1%	95.2%	95.7%
	We will respond to emails and webchats promptly	N/A	N/A	77% of emails responded to in one day and 83% of webchats responded to in 5 minutes
	We will demonstrate that customers have influenced services <sup>5</sup>	96.8%	97.7%	98.5%

<sup>3</sup> Average days taken to resolve a case

<sup>4</sup> Percentage of complaints resolved within 10 working days

<sup>5</sup> Percentage of customers who are satisfied that Stockport Homes listens and acts