

# Service 1<sup>st</sup> - Performance Update



The results below show our Service 1<sup>st</sup> performance between January and March this year compared to our performance between October and December 2009.



## WHERE WE HAVE DONE WELL

	OCTOBER TO DECEMBER 2009	JANUARY TO MARCH 2010
Acknowledge all complaints within 24 hours	100%	100%
Visit you within 10 days of your transfer request	100%	100%
Advise you of a decision on your transfer within 14 days	100%	100%
Acknowledge all complaints of Anti-Social Behaviour within 1 working day	100%	100%
Visit you within 1 working day of a serious complaint of Anti-Social Behaviour	100%	100%
Contact you within 5 days of receiving a request for support	100%	100%
Interview you within 5 days of making a less serious complaint of anti-social behaviour	100%	100%
Answer 80% of phone calls within 10 rings (30 seconds)	79%	98%



## WHERE WE ARE ON TRACK

	OCTOBER TO DECEMBER 2009	JANUARY TO MARCH 2010
See all visitors within 5 minutes of arrival	98%	95%
Visit new tenants within 4 weeks of the start of tenancy	93%	92%
Respond to mail in 5 days	94%	92%



## WHERE WE CAN DO BETTER

	OCTOBER TO DECEMBER 2009	JANUARY TO MARCH 2010
Respond to complaints within 10 working days	83%	55%