












Service 1st – Family’s Local Offer

Developed in consultation with residents, Service 1st details our performance in three key areas:




Getting it right together

Service 1 st Local Offer	Target	Performance April-June 2011	Good or bad
Respond to mail within 5 working days	100%	96%	
Answer 80% of calls within 30 seconds	80%	93.40%	
Return urgent telephone calls within 1 working day	100%	76%	
Return non urgent telephone calls within 3 working days	100%	90%	
Respond to complaints within 10 working days	100%	100%	

Your home

Service 1 st Local Offer	Target	Performance April-June 2011	Good or bad
Attend to emergency repairs within 24 hours	100%	100%	
Complete urgent repairs within 7 calendar days	99%	99.70%	
Complete routine repairs within 31 calendar days	98%	93.10%	
Carry out an annual gas safety check and service	100%	100%	
Acknowledge adaptation requests within 3 working days	100%	100%	
Notify you within 7 days of an adaptation decision	100%	100%	

Where you live

Service 1 st Local Offer	Target	Performance April-June 2011	Good or bad
Visit new tenants within 20 working days	100%	90%	
Visit within 10 working days for transfer request	100%	100%	
Advise transfer request decisions within 10 working days of visit	100%	100%	
Visit within 1 working day for a serious anti-social behaviour complaint	100%	No reports	
Contact within 5 working days for non-serious anti-social behaviour complaints	100%	100%	