

Customer Care Timescales

Service	Standard
Average Call Answer Rate	95% answered first time
General correspondence	Full response within 7 working days , or an update and revised date
Callback from the appropriate officer (Contact Logs)	Within 2 working days Target 85% completion
Requested appointment or home visit	Offered within 5 working days
Housing application processing	Within 6 working days , subject to all required information being available
Stage 1 complaint	Response within 5 working days Target 80% completion
Stage 2 complaint	Acknowledged within 3 working days and responded to within 20 working days
Emergency repair	Attend or make safe within 3 hours Target 95% completion
Urgent repair	Within 24 hours Target 90% completion
Essential repair	Within 3 working days Target 90% completion
Standard repair	Within 10 working days Target 90% completion
Routine repair	Within 20 working days Target 90% completion