

STANDARDS AT A GLANCE

The undernoted timescales are the MAXIMUM that we should take. We always aim to be well within the timescales and are usually able to achieve this.

SUBJECT	TIMESCALE
1. General Correspondence	Within 7 ⁴⁰ working days
2. Phone calls	Answered promptly and voicemails messages within 24 hours
3. Repairs	Emergency Within 3 hours
Urgent	Within 24 hours
Essential	Within 3 working days
Standard	Within 10 Working d ^{Days}
Routine	Within 20 working days
4. Complaints – Acknowledged within Full reply within	Stage 1 - 5 working days Stage 2 – Acknowledge within 3 working days and investigated and full reply within respond within 20 working days
5. Housing Applications	6 working days
6. Sub Letting, Assignations etc	4 weeks
7. Rent Increase	4 weeks notice minimum
8. Notice of access to your home	24 hours minimum
9. Appointments	Within 5 ⁴⁰ working days
10. Void houses	Aim to be re let in a maximum of 15

| _____ days.

