

## 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.

<b>SUBJECT</b>	<b>TIMESCALE</b>
1. General Correspondence	Within 7 working days
2. Phone calls	Answered promptly and voicemail messages within 24 hours
3. Repairs	Emergency
	Urgent
	Essential
	Standard
	Routine
	Within 3 hours
	Within 24 hours
	Within 3 working days
	Within 10 Working days
	Within 20 working days
4. Complaints –	
Acknowledged within	Stage 1 - 5 working days
Full reply within	Stage 2 – Acknowledge within 3 working days and investigated and full reply 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 working days
10. Void houses	Aim to be re let in a maximum of 15 days.