



Housing Services Customer Care Standards 2018-2019 Q3

We aim to meet the customer standards for our organisation and offer the best customer care possible:

- **96%** of our customers are satisfied **overall** with the services we provide (Target 100%)
- **95%** of our customers found staff were friendly, polite and **understood their needs** (Target 100%)
- **95%** of our customers felt that they were **treated fairly** (Target 100%)
- **96%** of our customers felt that staff were **professional** and knowledgeable (Target 100%)
- **95%** of our customers felt that they were **kept informed** about progress and were given accurate and complete information (Target 100%)
- **96%** of our customers agreed that the service responded to and dealt with the issue within expected **timescales** (Target 100%)
- **94%** of our customers agreed that we **delivered** what was promised and dealt with any problems that arose (Target 100%)

To view our full list of Customer Care Standards:

<http://www.bathnes.gov.uk/contact-us/customer-service-standards>

We also aim to:

- ✓ Publish quarterly and annual performance information **100%** (Target 100%)
- ✓ Make Homesearch applications active within 10 working days **90%** (Target 90%)
- ✓ Respond to property condition advice requests within 5 working days **98%** (Target 90%)

If you have any queries please contact:

Housing Services

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