

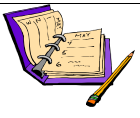
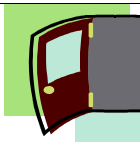






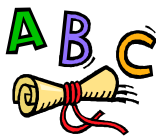

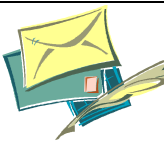



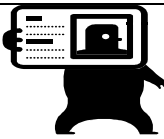



		Standard			Standard
	<p>Antisocial Behaviour</p> <ul style="list-style-type: none"> Acknowledgement 1st interview 	<p>2 days 5 days</p>		<p>Newsletters</p> <ul style="list-style-type: none"> 1st News Mosscare News 	<p>Monthly 6 monthly</p>
	<p>Appointments</p> <ul style="list-style-type: none"> In home or office 	<p>10 days</p>		<p>Office Opening</p> <ul style="list-style-type: none"> Main office Area offices 	<p>8.30-4.30 Displayed</p>
	<p>Complaints</p> <ul style="list-style-type: none"> Acknowledgement Full response 	<p>3 days 10 days</p>		<p>Performance Indicator</p> <ul style="list-style-type: none"> In newsletters Annual reports 	<p>Annual Annual</p>
	<p>Domestic Violence</p> <ul style="list-style-type: none"> 1st Interview Follow up interview 	<p>24 hours 3 days</p>		<p>Phones</p> <ul style="list-style-type: none"> Pick up Answer with name Respond to voicemail 	<p>5 rings Always 24 hours</p>
	<p>Emails</p> <ul style="list-style-type: none"> Acknowledgement Full response 	<p>3 days 10 days</p>		<p>Racial Harassment / Physical Assault</p> <ul style="list-style-type: none"> Acknowledgement 1st Interview 	<p>1 day 2 days</p>
	<p>Interpretation / Translation</p> <ul style="list-style-type: none"> Response to request 	<p>2 days</p>		<p>Rent Statements</p> <ul style="list-style-type: none"> Issue to all tenants 	<p>Quarterly</p>
	<p>Letters</p> <ul style="list-style-type: none"> Acknowledgement Full response 	<p>3 days 10 days</p>		<p>Repairs</p> <ul style="list-style-type: none"> Extreme Urgent Routine Planned 	<p>3 hours 24 hours 7 calendar days 20 days</p>
	<p>Messages</p> <ul style="list-style-type: none"> Pass on Respond 	<p>Same day 1 day</p>		<p>Surveys</p> <ul style="list-style-type: none"> Maintenance Tenant satisfaction Lettings New developments Others 	<p>With repair 3 years 4 weeks 12 months At point of service</p>
	<p>Name badges</p> <ul style="list-style-type: none"> Display 	<p>Always</p>		<p>Text phone</p> <ul style="list-style-type: none"> Pick up Return calls Respond to messages 	<p>5 rings Same day 24 hours</p>