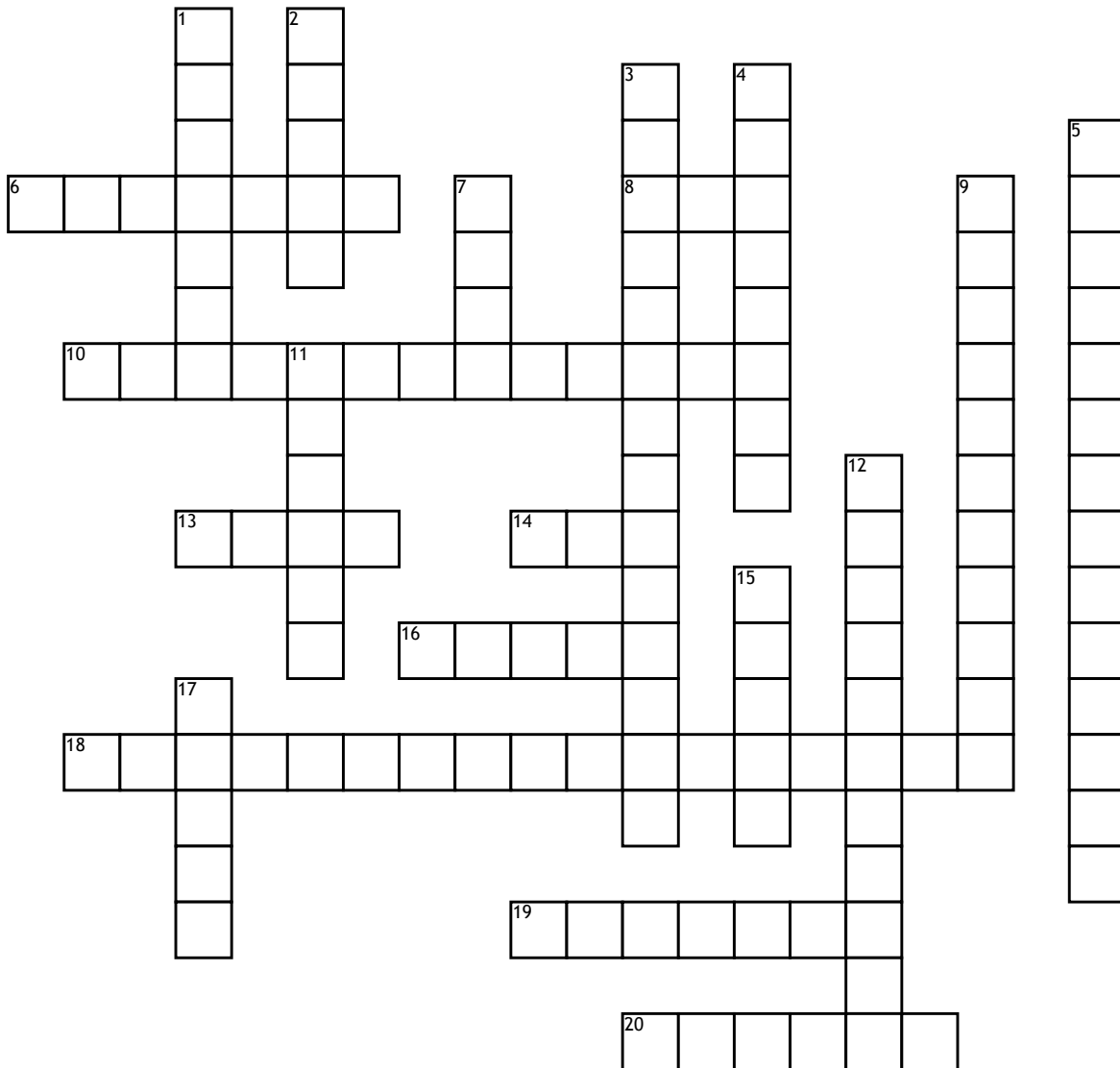


Name: _____

Our Service Standards



Across

6. Which social media platform do we use to advertise events and updates via?

8. Before which hour of the day do the HSO's contact their sheltered customer's?

10. What does the A and G stand for in AGM?

13. How many times per year do tenants receive rent statements?

14. Within how many days do we respond to telephone messages?

16. On which visit to we aim to complete all repairs?

18. Which team carry out regular estate walkabouts?

19. Where can customers access our complaints, comments and compliments leaflet?

20. Name one language we can offer translation services for?

Down

1. Within how many days do we complete minor adaptations?

2. Within how many days do we respond to letters, emails and online forms?

3. Which Act that came into force in 1988 must we adhere to for all information we hold?

4. How often do we carry out customers' gas safety checks?

5. What must all members of staff show when they visit our customers?

7. Within how many days do we process housing applications?

9. Which team attends to emergency calls within 45 minutes?

11. In which season edition of Gateway News do we explain resident involvement?

12. What is the name of our tenants/leaseholder newsletter?

15. Which team are responsible for getting properties to our Empty Homes Standard?

17. Within how many seconds do Supportline answer their calls?