

One Manchester Service Commitments

- 1.** We will respond to requests for urgent financial assessment within two working days.
- 2.** We will answer telephone calls made to our contact centre within 20 seconds.
- 3.** We will respond to written communication or call you back where we haven't resolved your enquiry at the first point of contact within five working days or within one working day where urgent.
- 4.** We will acknowledge formal stage one complaints within two working days and respond in full within 10 working days.
- 5.** We will contact all reporters of serious anti-social behaviour which includes hate crime and domestic abuse within one working day.
- 6.** We will contact all reporters of other anti-social behaviour within five working days.
- 7.** We will visit all new tenants within six weeks of their tenancy start date.
- 8.** When you request to succeed or change a tenancy, we will provide you with a decision following receipt of all the required information within 10 working days.
- 9.** We will commence an investigation into any alleged tenancy breach within five working days.
- 10.** Where we are responsible we will remove reported offensive graffiti within one working day.
- 11.** Where we are responsible we will remove reported non-offensive graffiti within five working days.
- 12.** We will remove reported fly-tipping on our land within 10 working days.