














How are we doing?

We want to let you know how well we are performing, and will report on the following indicators each quarter on the internet, and in each issue of HOME. If you want more detailed performance information, please just get in touch.

In the 2009 residents' business plan, you asked for....		
		Highlights
Better heating and energy		Two energy advisors have started work, and only 5 homes fail the Decent Homes Standard for heating
Great gardens and neighbourhoods		We are going to put the recommendations from the grounds maintenance review into action, and improve estate walkabouts
Excellent communications		Working with residents to improve how we communicate with you
Improved maintenance		Despite the bad weather, we have kept above target for repairs overall
Westlea to talk and listen more to young people		Lots of activities, and young people playing an important part in this year's Residents Business Plan
Other performance information.		
		Comments
Complaints resolved in target time		80%, well below our target of 95%. We are looking at increasing admin resources to turn them round faster.
Percentage of people attending resident involvement events who came for the first time		Over half of the people who came to events were there for the first time
Time to let empty homes		34 days – a little better but still well over our 22 day target. We need to keep working at improving.
Current rent arrears (how much people owe us)		This has improved again this quarter, as a result of our work on this.
Satisfaction with dealing with antisocial behaviour		82%, better than our 70% target and better than last quarter
Percentage of properties with a shower		37% of homes now have a shower. If you need one urgently due to a disability, please contact us
Emergency repairs on time		98.6% completed on time (slightly below target of 99%)
Contractor repairs completed on time compared to Westlea works team repairs		Overall, completing about 2.4% fewer jobs on time than Westlea works team



Doing well



Could do better



Doing badly