














## How did we do in 2009/10?

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		Our energy advisors have made 61 visits, and only 2 homes fail the Decent Homes Standard for heating
Great gardens and neighbourhoods		Our "handy-gardener" service has started, and we want to improve estate walkabouts
Excellent communications		Collected lots of information about what people want – now need to make it happen
Improved maintenance		Still excellent repairs results, replaced one poor performing contractor
Westlea to talk and listen more to young people		Lots of activities, and the Voice It Project going strong
<b>Other performance information.</b>		
		Comments
Complaints resolved in target time		73%, well below our target of 95%. We have employed an administrator to help 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		A poor 32 days in March – but since then we have got it down to 23 days!
Current rent arrears (how much people owe us)		Hit our target of 3.2%
Satisfaction with dealing with antisocial behaviour		82%, better than our 70% target
Percentage of properties with a shower		38% of homes now have a shower. If you need one urgently due to a disability, please contact us
Emergency repairs on time		99.6% completed on time (above target of 99%)
Contractor repairs completed on time compared to Westlea works team repairs		Overall, completing about 1.5% less jobs on time than Westlea works team



Doing well



Could do better



Doing badly