














## 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 appointed and about to start work.
Great gardens and neighbourhoods		Grounds maintenance review well underway, and making good progress towards Kitemark award at Hill Rise.
Excellent communications		Great progress on collecting more information on residents' needs; and work starting on involving families more. But still work to do to make sure you are happy with how we communicate with you.
Improved maintenance		Contractor and works team satisfaction levels are above target. However, there have been some delays on planned maintenance
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.
<b>Other performance information.</b>		
		Comments
Complaints resolved in target time		76%, 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		36 days – well over our 22 day target. We are doing some detailed analysis on how to sort this out.
Current rent arrears (how much people owe us)		This has really improved this quarter, as a result of our work on this.
Satisfaction with dealing with antisocial behaviour		84%, better than our 70% target and better than last quarter
Percentage of properties with a shower		35% of homes now have a shower. If you need one urgently due to a disability, please contact us
Emergency repairs on time		98.7% completed on time (only just under target of 99%)
Contractor repairs completed on time compared to Westlea works team repairs		Overall, completing about 2.2% less jobs on time than Westlea works team



Doing well



Could do better



Doing badly