

Service Standard Performance Report

This is our first report publishing our performance against key standards, we are working hard to make further improvements and in February 2010 we will publish a full report showing how we are doing against all of our Service Standards.

ADAPTATIONS

Service Standard	Target (where appropriate)	Our Performance Jan to July 2009
We will respond, in writing, within 7 working days to a request for a minor adaptation. (e.g. grabrails)	95%	98% of requests responded to, in writing, within 7 working days
We will respond, in writing, within 20 working days to a request for a major adaptation. (e.g. stairlifts)	95%	100% of requests responded to, in writing, within 20 working days
Tenants are satisfied with our service, and the quality of work.	95%	97% satisfied
We will tell you, in writing, the name of the contractor who will be doing the work and how long it is likely to take	100%	100%

Day to Day Repairs

Service Standard	Target (where appropriate)	Our Performance Jan to July 2009
You will be satisfied that all work completed is of a high standard	95%	99% respondents satisfied with the quality of work done
We will complete as many repairs as possible on the first visit	90%	91% of repairs completed on the first visit
We will offer you a morning or afternoon appointment for most repairs and make sure it is kept	70% of jobs appointed. 90% of appointments kept.	67% of jobs appointed 95% of appointments made, were kept
<p>We will complete all repairs in the following timescales:-</p> <p>Emergency- 6 hours Priority - 24 hours Urgent - 7 days Routine - 21 days</p>	100% - Emergency 96% - all other repairs	98% of emergency repairs completed in time 95% of all repairs completed on time
All staff, including contractors, will be polite, helpful and efficient when dealing with, and carrying out, repairs	100%	99% of respondents said staff and contractors were polite and helpful
We will provide a service that provides value for money	Average job costs and costs managing the repairs service compare favourably with best performing organisations.	A review carried out by consultants, Housing Quality Network, has indicated that our day to day repair costs are high. We have an action plan in place aimed at reducing costs
We will make it easy to report repairs	100%	85% of respondents said it was easy to report repairs

Gas Servicing

Service Standard	Target (where appropriate)	Our Performance Jan to July 2009
We will service gas appliances every 12 months	100%	98% of properties with up to date servicing certificates at 30/6/09. 2% outstanding due to access problems, properties empty or gas disconnected
You will be given a copy of the servicing certificate to keep	100%	93.5% of respondents said they were given a certificate (6.5% couldn't remember)
You will be given an appointment for either the morning or afternoon	90%	71% of respondents said they were given an appointment
We will carry out any repairs needed immediately. If this is not possible, no repair will take longer than 21 days to complete, or we will inform you within 7 days if we can't do a repair.	96%	Unable to report at present
You are satisfied with the service provided	95%	100% of respondents satisfied
We will investigate any complaints you have and let you know what happened within 20 working days	95%	No complaints received

Planned Maintenance

Service Standard	Target (where appropriate)	Our Performance Jan to July 2009
We will consult residents on each years planned maintenance programme through the Customer Panel, Residents Newsletter and other meetings.	Consultation carried out each year	Consultations carried out Nov/Dec 2008 (Customer Panel, other Resident meetings, and details in the Tenants Newsletter)
You will receive at least two months notice of works to your property, and be given the chance to comment.	95%	95%
You will be told how long any work will take, and of anything you need to do, at least two weeks before the work begins.	95%	95%
While the work is being done, the workman will make sure, at the end of each day, that all your essential services are available.	95%	95%
Where your decoration is disturbed, if the contractor does not put this right, a standard decoration allowance will be given.	95%	95%
When the work is completed, your property will be left clean at tidy.	95%	100%
You will be satisfied that all work completed is of a high standard	95%	100%

Rents and Service Charges

Service Standard	Target (where appropriate)	Our Performance Jan to July 2009
<p>You will be told how much rent, including service charges, to pay at the start of your tenancy. You will be given details of your service charges.</p>	<p>100%</p>	<p>96% of respondents</p>
<p>We review our rent and service charges every year, any changes take effect from the first Monday in April. You will be given 30 days notice of any changes to your rent, and details of your service charge, if you have one.</p>	<p>100%.</p>	<p>100%. All notifications of changes made at the start of April sent out by the 6th March</p>
<p>If we review a service charge at any other time, we will give you details of the proposed changes and ask for your comments. We will give you the opportunity to meet to discuss the changes. We will give a least 30 days notice of any changes following this consultation.</p>	<p>100%</p>	<p>100%</p>