
















APRIL 2011 – AUGUST 2011 PERFORMANCE INDICATORS

Driving improvements



The table below shows our performance for the first five months of the year to August 2011. We work hard to continually improve the services we deliver to our customers. Where we don't manage to meet a target, we make sure that we implement the necessary changes to improve. The targets are set by reference to the top 25% of Housing Associations in the South of England.

Performance Indicators	Actual to August	2011/12 Target	At a glance	Notes
Neighbourhood				
Satisfaction with landlord services	94%	90%		Reflecting steady improvement
Satisfaction with estate services	92%	85%		Improved since introduction of new approach to services in April 2011
Average re-let time in days (general needs & sheltered)	32	22		The increase in time to re-let an empty property is being investigated and actions put in place
Rent collection				
Current rent arrears	2.3%	2.7%		
Telephone Response				
Calls waiting lost	4%	7%		Very good progress has been made recently in reducing lost calls
Average call waiting time in seconds	21	20		Missed target due to staff shortages. This has now been addressed.
Written Enquiries and Complaints				
Letters responded to within 10 working days	99%	100%		System changes are being introduced to help reach 100%
Number of complaints received	191	-		
Number of compliments received	155	-		
Satisfaction with complaints process	83%	90%		We are working on our management of complaints to reduce the number received as well as improve our handling
Satisfaction with complaints outcome	75%	85%		
Anti Social Behaviour				
Satisfaction with ASB complaint process	87%	85%		
Satisfaction with ASB complaint outcome	72%	85%		Investigating how to improve satisfaction

Repairs

Satisfaction with repairs and maintenance service	89%	84%	
Emergency repairs completed in target (1 day)	100%	99.5%	
Urgent repairs completed in target (7 days)	98.6%	98.6%	
Routine repairs completed in target (21 days)	98.8%	98.5%	

Refurbishment

Number of kitchens refurbished	42	75	
Number of bathrooms refurbished	30	75	

The main programme of replacement for 250 kitchens & 250 bathrooms commences October 2011

If you would like to have your say on the performance information that we publish, please contact Damien Ward, Performance Manager on 01256 312878 or Damien.ward@sentinelha.org.uk