
















# APRIL 2010 – MARCH 2011 PERFORMANCE INDICATORS

## Driving improvements

The table below shows our performance for the year ending March 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 March	2010/11 Target	At a glance	Notes
<b>Neighbourhood</b>				
Satisfaction with landlord services	92%	88%		This has increased by 5% over the year This will improve as our new approach to services is introduced in April
Satisfaction with estate services	83%	90%		
Average re-let time in days (general needs & sheltered)	24	22		
<b>Rent collection</b>				
Current rent arrears	2.3%	2.7%		This is 0.5% lower than the previous year end due to proactive arrears collection as well as early enforcement
<b>Telephone Response</b>				
Calls waiting lost	7%	9%		Large improvements have been made over the year in reducing our lost calls The problems experienced in the first few months were resolved by August 2010
Average call waiting time in seconds	35	25		
<b>Written Enquiries and Complaints</b>				
Letters responded to within 10 working days	98.7%	100%		System changes are being introduced to help us reach our 100% target
Number of complaints received	813	-		
Number of compliments received	306	-		
Satisfaction with complaints process	85%	90%		We are working on improvement to our complaints process
Satisfaction with complaints outcome	82%	85%		
<b>Anti Social Behaviour</b>				
Satisfaction with ASB complaint process	77%	90%		We are looking into how can improve this service
Satisfaction with ASB complaint outcome	75%	85%		





## Repairs

Satisfaction with repairs and maintenance service	<b>80%</b>	83%	
Emergency repairs completed in target (1 day)	<b>99.6%</b>	99.3%	
Urgent repairs completed in target (7 days)	<b>98.2%</b>	98.5%	
Routine repairs completed in target (21 days)	<b>97.7%</b>	98.5%	

We are working with our main contractor to further improve key aspects of service delivery

We are working with our repairs contractor to improve these completion times

## Refurbishment

Homes achieving Decent Homes Standard	<b>99.5%</b>	100%	
Number of kitchens refurbished	<b>144</b>	122	
Number of bathrooms refurbished	<b>137</b>	122	
Customers satisfied with quality of major works	<b>98%</b>	99%	

This represents 39 homes (out of 7650) not achieving the standard

We have set the bar high. We're investigating all dissatisfied cases to get a better understanding

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](mailto:Damien.ward@sentinelha.org.uk)