









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 2008 residents' business plan, you asked for....		
		Highlights
Better services for older people and people with disabilities		We have spent all our adaptations budget this year, including providing 9 scooter stores for older people.
Westlea to tackle green issues		We are going to employ a dedicated energy advisor
Better management and communications		First round of resident mystery shopping showed 74% satisfaction
Westlea to build homes for the future		263 new homes built at March 2009
Westlea to talk and listen more to young people		The POD (youth drop-in centre) at Hill Rise is now open
Other performance information.		
		Comments
Complaints resolved in target time		90%, a bit below our target of 95%
Percentage of people attending resident involvement events who came for the first time		About half of the 331 people who came to resident involvement events were there for the first time
Time to let empty homes		25 days – three days longer than our target time. But we did let several homes that had been empty a long time.
Current rent arrears (how much people owe us)		The credit crunch means people are struggling with the rent, and our new computer system created some problems, which we have now solved.
Satisfaction with dealing with antisocial behaviour		11% above target, and many more responded to our survey
Percentage of properties with a shower		30% of homes now have a shower. If you need one urgently due to a disability, please contact us to discuss this.
Emergency repairs on time		Only 0.6% below target
Contractor repairs completed on time compared to Westlea works team repairs		We can't report on this at the moment due to some computer problems – watch this space next quarter



Doing well



Could do better



Doing badly