














## 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		7 scooter stores are complete or in progress at sheltered schemes
Westlea to tackle green issues		Trials of air to air pumps at nine homes are going well
Better management and communications		First round of resident mystery shopping completed, results available soon
Westlea to build homes for the future		228 new homes built at December 2008, well on target
Westlea to talk and listen more to young people		We got planning permission for POD (youth drop-in centre) at Hill Rise
<b>Other performance information.</b>		
		Comments
Complaints resolved in target time		98% - better than our target of 95%
Percentage of people attending resident involvement events who came for the first time		Just over half of the 363 people who came to resident involvement events were there for the first time
Time to let empty homes		23 days – just one day under our target
Current rent arrears (how much people owe us)		The credit crunch means people are finding it harder to pay the rent – we are looking at ways to help
Satisfaction with dealing with antisocial behaviour		15% above target and gone up from the last quarter
Percentage of properties with a shower		29% 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 0.2% 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