














## 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 2009 residents' business plan, you asked for....		
		Highlights
Better heating and energy		We are improving the energy efficiency of your homes, and have employed an energy advisor
Great gardens and neighbourhoods		Our 2009 survey showed that more residents are happy with their neighbourhoods, but that things like litter and rubbish are still issues
Excellent communications		2009 survey showed that residents are less happy with how we communicate with them, but there are also lots of new resident involvement activities going on
Improved maintenance		88% of jobs completed right first time
Westlea to talk and listen more to young people		Lots of summer activities, and the VIP young people's forum will start again in August 2009.
Other performance information.		
		Comments
Complaints resolved in target time		91%, a bit below our target of 95%
Percentage of people attending resident involvement events who came for the first time		About half of the people who came to events were there for the first time
Time to let empty homes		34 days – well over our 22 day target. But letting homes through Homes4Wiltshire has had an effect.
Current rent arrears (how much people owe us)		This is a problem, and we are looking very carefully at why it is happening and what we can do about it
Satisfaction with dealing with antisocial behaviour		76%, better than our 70% target
Percentage of properties with a shower		33% of homes now have a shower. If you need one urgently due to a disability, please contact us
Emergency repairs on time		99.5% completed on time
Contractor repairs completed on time compared to Westlea works team repairs		Overall, completing about 1.5% less jobs on time than Westlea works team



Doing well



Could do better



Doing badly