
















## How are we doing in 2011/12?

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 2011-12 residents' business plan, you asked for...		
		Highlights
Continuation of handy help		Last year we carried out 108 handy help jobs, which we received back 34 feedback cards, all 100% satisfied.
Land for residents to use and maintain		We are looking at plots which we may be able to use in the future
Excellent communications		We have increased the use of email surveys as this is the preferred method of contact for many residents
Walkabout reviews and residents champions		The new neighbourhood managers will arrange to meet with residents and key partners early in the new year
Heating and energy		The energy advice service continues to prove popular, with 89% of the people visited said they found it useful
Maintenance and repairs		We are continuing to monitor the evening and Saturday appointments
Talk and listen more to young people		Lots of activities have happened, and more planned and we have linked up with the Wiltshire Council Health and Physical team
Other performance information.		
		Comments
Complaints resolved in target time		90%, still below our target of 99%, but an improvement on 88% last quarter
Percentage of new people at resident involvement events		75% of the people who came to events were there for the first time
Time to let empty homes		30 days, slightly longer than 24 days last quarter and over target of 25 days
Current rent arrears (how much people owe us)		Figures are well below those recorded this time last year
Satisfaction with dealing with antisocial behaviour		54%, below our 70% target
Percentage of properties with a shower		50% of homes now have a shower. We aim for 100% by 2014. If you need one urgently due to a disability, please contact us
Emergency repairs on time		99.9% completed on time (slightly below target of 100%)
Contractor repairs completed on time compared to Westlea works team repairs		Contractors completed 100% of repairs on time, slightly more than Westlea trades staff at 99.5%



Doing well



Could do better



Doing badly