














How are we doing? (Quarter ending 30 September 2008)

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 completed 6 scooter stores at sheltered schemes this year
Westlea to tackle green issues		Energy awareness programme to help residents heat their homes affordably while protecting the environment
Better management and communications		Training for resident mystery shoppers and inspectors about to start
Westlea to build homes for the future		131 new homes built at September 2008
Westlea to talk and listen more to young people		Youth Forum up and running and launching Family Forum for parents
Other performance information.		
		Comments
Complaints resolved in target time		97% - better than our target of 95%
Percentage of people attending resident involvement events who came for the first time		58% of 426 people who came to events were there for the first time
Satisfaction with supported housing		Couldn't be better at 100%
Current rent arrears (how much people owe us)		Higher than they should be at this point in the year, but our new computer system has given us some problems
Satisfaction with dealing with antisocial behaviour		11% above target and gone up from the last quarter
Percentage of properties with a shower		At 26%, we are on track to hit our target of all homes having a shower by 2012
Emergency repairs on time		Only 0.1% below target
Contractor repairs completed on time compared to Westlea works team repairs		Contractors are a little behind our works team, but are still achieving 96.5% of jobs on time.



Doing well



Could do better



Doing badly