

How are we doing? Performance for April to December 2010

Repairs appointments kept

Chris Franks,
Assistant Director Property Services

96%

We are really pleased with our performance this year but welcome your feedback if there's anything you think we could be doing better.

From the 1st April, you can call our gas contractor R G Francis directly to enquire about a service or report any repairs for your gas, oil or solid fuel heating on **0800 040 7110** (freephone) or **01245 459 800** (landline).

Average time taken to answer customer calls

Melanie Gildon,
Wherry Receptionist

40
seconds

This is based on an enormous 40,241 call received so far this year.

Repair works completed at first visit

Chris Franks, Assistant Director of Property Services says: *"This is an area which we are committed to improving – you have told us how important this is for you. We are developing our partnership with AMS, so that we can explore every opportunity to improve our performance over the next year".*

85%

% of complaints resolved at the first stage

Our performance is 8% better than last year when only 87% of complaints were resolved at stage 1. We want to hear from you about the services you receive if something wasn't up to scratch, please let us know so we can use your feedback to improve our services for all residents.

Sharon Perks,
Assistant Director of
Continuous Improvement

95%

Homes with an up to date gas safety certificate

Operative carrying out a boiler check

100%

All our homes have an up to date gas safety certificate.

% of customers satisfied with Wherry's handling of their anti-social behaviour case

84%

After every ASB case is closed we contact the person who reported the ASB to check they are happy with how we dealt with their case. We use the feedback from these conversations to improve our performance.

% of customers satisfied with the overall services Wherry provides

We are really pleased that 88% of our residents are satisfied with our services but we recognise that this means that 12% of our residents don't feel the same.

Are you one of these 12%? If so let us know what else we could be doing to make you feel satisfied. Call freephone **0800 694 0165** from a landline or **01603 703500** from a mobile or email wherry.info@circle.org.uk

88%

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