

How have we performed April 2009 – March 2010?

Repairs appointments kept



94%

Repair works completed at first visit

Most residents were satisfied with the way we dealt with their repairs. However, if you are not happy with a repair that has been carried out at your home please contact us to arrange for a surveyor to inspect the repair.

88%

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



77.4%

Paul Wade, ASB Reduction Manager tells us, "We recently spoke to residents about how they felt we handled their ASB case. As a result of this feedback we will be making some changes which we hope will result in satisfaction levels increasing". Don't forget that you can report ASB 24 hours a day, 7 days a week by calling our ASB hotline on 0800 013 2328.

% of complaints resolved at the first stage

We will remain focussed on improving how we deal with your complaints. Whilst we have improved the time it takes us to respond to your complaints we have organised additional training from the Housing Ombudsman for our staff to ensure that resolution of complaints improve at the first stage without the need for further escalation.

88%



% of our properties have a valid gas servicing certificate

Remember to be safe and let us in! If we are not allowed access, this means you are putting lives at risk. Faulty or un-serviced appliances can give off a deadly colourless, odourless gas called carbon monoxide.

100%



Average time taken to answer customer calls in March

47 seconds

% of customers satisfied with the overall services Wherry provides

89.5%

Sky Diving Hannah

Wherry resident, Hannah Browne from Old Catton, is a brave woman! On 24th July she'll be participating in a sky dive over Beccles air field with her partner Daniel Hahn. "I want to raise money for N.A.N.S.A, an organisation that supports people with disabilities and their families." Hannah's son was born with a syndrome that meant that he couldn't walk. Now aged 2 and half and with N.A.N.S.A's support, he is running, walking and getting up to all sorts. "N.A.N.S.A has really supported us through some difficult times and Leo has made such progress with their help".

For more information on the project or to sponsor Hannah contact Jessica Rice, Fundraising Coordinator on N.A.N.S.A on school for parents: Jessica Rice-Fundraising coordinator 01603 414109 or email them at familycentre@nansa.org.uk. Alternative you can go to Hannah's website at www.justgiving.com/NANSAskydive2010. Good luck Hannah.



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