

## How are we doing? Performance for April to July 2011

### Homes with an up to date gas safety certificate

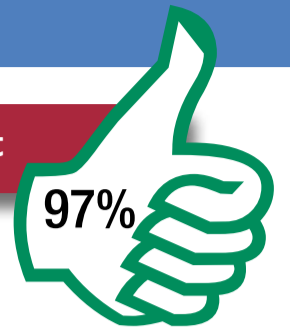
All our homes have an up to date gas safety certificate. It is very important that you allow us into your home to carry out your annual safety check. Please look out for the letters that we will send you to arrange an appointment for this work. We will normally contact you between six and eight weeks before the anniversary date of your last inspection to arrange a visit.



100%

### Repairs appointments kept

97%



### Average time taken to answer customer calls

When you call to report a repair, our customer services team is now booking your appointment directly with the operative. This is a new approach which the team is still getting used to and as a result could mean you may have to wait a little longer than normal to get your call answered. If you contact us and all advisors are engaged on other calls you will be given the option to leave a message. If you leave a message we will get back to you within one hour to deal with your enquiry.



Claire Adams,  
Customer Services  
Advisor

### Repair works completed at first visit

Now that Wherry Maintenance Team (formerly AMS) has joined forces with us we are working closely to increase the number of repairs that are completed on the first visit. The Maintenance Team supervisors are carrying out checks on operatives work whilst they are completing repairs to make sure they are completing repairs on their first visit, if possible. However, if your repair is an emergency that we need to deal with in 24 hours their initial visit will always be to make your home safe to live in and they may have to return to complete a full repair.



82%



Yvette Holmes, Head of Housing  
(Neighbourhood Services)

46 seconds



### % of complaints resolved at the first stage

Of the 103 complaints resolved only five were not fully resolved at stage 1 of our complaints procedure.



95%

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

We are continuing to contact all complainants before their anti-social behaviour (ASB) case is closed to check they are happy for us to do so. We use any feedback they give to continually improve our ASB service. We held an ASB "Lively Debate" at our offices in Thorpe St. Andrews in September and will be using feedback to improve our service.



Yvette Holmes, Head of Housing  
(Neighbourhood Services)

72%



### % of customers satisfied with the overall services Wherry provides

Our performance has improved since last year. If you have any comments about the services we provide good or bad please contact us and tell us more.



89%



## Going wild at Clover Court

Residents of Clover Road and Clover Court, Sprowston came together on Wed 10th August to celebrate the opening of their new Community Wildlife Garden. The garden has been created with the help of a £7260 grant from the Big Lottery's 'Awards for All' programme.

The children enjoyed taking part in lots of wildlife activities including a creepy crawly colouring competition, wildlife



A young resident helps to make a bird feeder

treasure hunt, butterflies and bugs face painting and making recycled bird feeders out of empty plastic drinks bottles. While the children played together parents were able to relax in the garden enjoying a cuppa, a piece of cake and a friendly chat with their neighbours.

John Meynell, resident of Clover Road said: "The new wildlife garden is lovely and will be a great asset to our community."



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