

# How are we doing? Performance for April to September 2010

## Repairs appointments kept



96%

Performance has improved from 94% this time last year.

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

Our performance is back on track now that we have successfully recruited our new Gas Administrator, Sam Van Deventer (pictured right).



100%

## Average time taken to answer customer calls

Calls are now answered nearly 30 seconds quicker than this time last year.

36 SECS

## Repair works completed at first visit

We try to make sure your repairs are completed the first time we visit you but sometimes this is not possible. If you report an emergency repair (such as no heating or hot water) we visit you within 24 hours to make the problem safe or provide you with a temporary solution. Once an operative has visited and knows what the problem is, they can make a second appointment to fully repair the problem.

85%

*Pictured: Yvette Holmes, Head of Housing (Neighbourhood Services)*

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

We are really pleased to receive such consistently good feedback. We will continue to improve our service and take onboard comments from residents who were not satisfied.

85%

## % of complaints resolved at the first stage

95%

We are still working hard to improve our performance. We recently held a Complaints Focus Group to analyse the feedback you've been giving us on our complaints service and, as a result, are trialling reduced timescales for dealing with complaints.



*Pictured: Danielle Thorne, Continuous Improvement Manager*

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

85%

Check out the 'How are we doing' leaflet included in this edition of Home Matters for further information.



## Don't get charged!

Following consultation with the residents, we are now launching a new scheme which means we will recharge residents for some repairs or missed appointments. Resident Allan Pemberton said *"I was pleased to spend half a day with AMS and it really opened my eyes to see all the staff working so hard and efficiently. I was surprised to be told that some residents would not be in when jobs had been booked to be done on that day. This is such a waste of time for AMS so hopefully the new Recharge Policy will help to prevent it from happening."*



*Allan Pemberton, Resident*

### The new scheme will cover the following:

- 1. We can now carry out 'resident responsibility' repairs on your behalf**  
Set costs are available for minor repairs and will require payment in advance. This service will be available via our Customer Services Team.
- 2. Recharging residents who damage their home before moving out**  
If you leave a property with repairs outstanding you will be invoiced for the costs to carry out these repairs. To avoid this please make sure that you contact us well in advance of moving out so that any issues can be resolved before you get a bill.
- 3. Recharging residents who damage their home**  
Where a repair has been identified as being needed following damage caused by a resident, such as a broken window, we will invoice the resident for the costs of the repair.
- 4. Recharging residents for appointments that they have missed**  
We will monitor missed appointments and if two are missed, without a valid reason any subsequent missed appointments will be invoiced at £10 each. Residents are entitled to £10 compensation if Wherry staff or contractors fail to attend a scheduled appointment.

If you would like more information please contact Customer Services on 0800 694 0165 or 01603 703500 or email us on [wherryinfo@circleanglia.org](mailto:wherryinfo@circleanglia.org)