








## How are we doing?

We asked our Patch Panel members which service standards they would be most interested in reading about in Home Matters. The table below shows how we are doing against the service standards we have committed to.

Service area	How are we doing?	Target
 <ul style="list-style-type: none"> <li>% of repairs appointments that were kept</li> <li>% of repairs where appointments were made before an operative visited</li> <li>% repairs work completed on first visit</li> </ul>	93.4% 	93%
	75% 	93%
	87.6% 	85%
 <ul style="list-style-type: none"> <li>% Complaints resolved at Stage 1</li> </ul>	86.1% 	95%
 <ul style="list-style-type: none"> <li>Number of ASB cases where prevention, early intervention or support actions were taken (referral for mediation for example)</li> <li>Number of ASB cases where enforcement actions were taken (ASBO for example)</li> </ul>	14 referrals to mediation, 11 ABC's, 4 restorative Justice meetings	Figures are for information only.
	We have taken legal action in 8 ASB cases, this had led to: 12 Emergency Injunctions; 2 Exclusion Orders; 6 Final Injunctions; 7 Undertakings to the Court; 12 Starter Tenancies Extended; 1 Starter Tenancy Ended.	Figures are for information only.

We are very pleased that our performance has reached target. We have recently introduced a text service so that we can contact any residents who provides us with their mobile number to remind them of their appointment meaning there is less chance of us missing an appointment with you. For more information please ask your customer service advisor next time you log a repair.

Although not quite at target, our performance is increasing every month as less and less of our complaints are escalating. Our complaint handlers have just attended a refresher course on getting complaints right first time. We have also introduced a form that complaint handlers fill out after responding to each complaint to keep track of any promises made to complainants and make sure lessons are learnt from each complaint we receive.

## Maximise your income – £10 billion in unclaimed benefits nationwide

Wherry's Income Team is helping customers access all the benefits they are entitled to. Here are some of the results:-

- Several residents did not realise that Child Maintenance payments are now disregarded from Housing & Council Tax Benefit assessments. One lady told us she was now getting £47 per week extra towards her rent.
- Some residents over retirement age have been paying the rent themselves out of their pension. At least 4 households have now received backdated awards ranging from £20 to £55 per week towards their rent.

- Our Benefits Advisor has recently help a lady claim Disability Living Allowance, which was awarded at £70 per week. This award enabled her to qualify for Housing Benefit which was awarded at £40 per week, and Council Tax Benefit, £7 per week.

Last year the government estimated that over £10 billion in benefits lay unclaimed. This includes an



estimate of £5.4 billion in benefits that should have been paid to pensioners.

**Please check to see if you are claiming all you can. You can do this yourself online at [www.circleanglia.org/benefits](http://www.circleanglia.org/benefits) or ring the Income Team on 01603 703583, freephone (from landlines) 0800 0132327, text us on 07797 805631, or e-mail us at [wherryincometeam@circleanglia.org](mailto:wherryincometeam@circleanglia.org). If your home is managed by our Cambridge office please ring 01223 202700, local-rate 08457 660344, text us 07797 805627 or e-mail us at [cambridgeincometeam@circleanglia.org](mailto:cambridgeincometeam@circleanglia.org).**

## Rent incentive prize

**P**ictured are Mr and Mrs Flynn, of St. Neots, Cambridgeshire, accepting their prize cheque as the lucky winners of Wherry's recent rent incentive prize draw. All residents that have a clear rent account are entered into the draw and could win £250.

The Flynns were over the moon to win the cash and plan to use it to give their garden a makeover.

**For more information about clearing your account and being entered into the next prize draw, please contact Jared Myers, Income Manager on 01603 703582.**



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