

How are we doing? Performance for March 2010 – April 2011

Repairs appointments kept

Chris Franks,
Assistant Director Property Services



95%

We are pleased to hear that you find the majority of our repairs appointments are kept. Whenever anyone tells us their appointment was not kept we look into the reasons why, to make sure a similar problem isn't experienced again.

Average time taken to answer customer calls

Jenny Miller,
Customer Services Advisor



37
seconds

In 2010 the average wait was 66 seconds. This year we have knocked an incredible 29 seconds off the average time you have to wait for your call to be answered.



Steve from Adustus
fitting a new boiler

100%

Homes with an up to date gas safety certificate

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

Repair works completed at first visit

We recently reviewed our repairs service and you thought this was an area we could improve on. We are working with our new suppliers to make sure our operatives have fully stocked vans so they can deal with as many of your repairs as possible on their first visit.

83%

% of complaints resolved at the first stage



Jessica Ward, handles
complaints coming
in to Wherry

95%

Of the 194 complaints resolved only 10 were not fully resolved at stage 1 of our complaints procedure.

% of customers satisfied with the overall services Wherry provides

We review every negative comment from satisfaction surveys and use these alongside complaints, compliments and resident involvement feedback to improve our services. We hope that this will cause your satisfaction with Wherry as a landlord to continue to improve.

88%

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

83%



We looked at all cases where residents said they weren't satisfied with how their case was handled. In some cases residents didn't feel happy that we had closed their case and felt more could have been done. In future we will aim to contact every resident before closing their anti-social behaviour case to make sure they are happy for us to do so.

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