

Fun Days – coming to a road near you!



Wherry has now held Fun Days in Marsham, Ipswich, Fakenham and Great Plumstead with more dates planned (listed below.) Activities available include face painting, vegetable planting, football skills training and free hot dogs and ice creams for all.

Sally Greetham, Neighbourhood Manager, said, “These are an excellent way of meeting our residents so we hope as many of you

as possible can come along, meet with staff and our partners, and have a good time in the process!”

We’re also be taking the opportunity to sample your views and opinions on our services.”

If you’d like to know more about these events then please get in touch with the Resident Involvement team on **0800 694 0165** or **01603 595140** or by email, wherryinvolvement@circleanglia.org

- Clover Court, Sprowston 4pm–6pm – 15th July 2009
- Beavans Court, Cobholm 4pm–6pm – 22nd July 2009
- Alan Jarvis Way, Terrington, Kings Lynn 4pm–6pm – 12th August 2009
- Great Cambourne 10am–2pm – 15th August 2009
- Goodwood Close, Thorpe St Andrew 4pm–6pm – 19th August 2009
- Evans Way, Old Catton 4pm–6pm – 26th August 2009

Home MOTs

Home MOTs are now underway in Wherry and AMS will be completing 3,000 MOTs during this year. MOTs will be carried out in particular areas and also on properties that have had improvements work carried out. The MOT will pick up minor repairs to the property as well as recording information such as the type of kitchen unit, or size of door at the property this will help to improve the repair service in future by ensuring AMS know what sort of materials are required to complete a job. You may receive a letter or a phone call from AMS asking for an appointment to carry out the MOT.

- MOTs will initially be taking place in Beeston, Brandon, Castle Acre, Downham Market, Dereham, Great Dunham, Gressenhall, Griston, Heacham, Hockering, Honingham, Kings Lynn, Methwold, Saham Toney, Shipdham, Snettisham, Swaffham, Terrington St Clement, Upwell, Watlington, Watton, West Lynn, West Winch, Yaxham, Aylsham, Burgh next Alysham, Buxton, Cromer, Hainford, Hevingham, Holt, Horsford, Lamas, Marsham, Newton St Faith, North Walsham, Roughton, Sherringham, Stratton Strawless, Tuttington, Lincolnshire and Peterborough.

How are we doing? April 2009

Service area	How are we doing?	Target	What are we doing about it?
Residents that reported their repairs appointment was made and kept	93%	93%	Most repairs appointments were made and kept. We will continue to work hard at reaching 100%.
Residents satisfied with the way Wherry dealt with their last repair	93%	88%	We have been working to increase satisfaction with our repairs service from start to finish, including learning from feedback to our repairs surveys.
Average wait for a residents call to be answered via out contact centre	56 seconds	60 seconds	Our telephone options system has helped lower the number of calls coming through to our contact centre. In April, we answered 67% of your calls in 20 seconds or less and are hoping to improve on this next month. Don't forget you can log repairs and request our staff call you back via our website www.wherryhousing.org
Residents satisfied with the services provided by Wherry	86%	85%	Most of our residents are satisfied with the services we provide.
Properties with a valid gas safety certificate	99.8%	100%	We have a dedicated Gas Administrator whose job it is to make sure all our properties have had a gas safety check and are safe to live in. It is very important that you allow us access to your home as soon as possible so that we can carry this out.
Complaints resolved at the 1st stage of our complaints procedure	100%	95%	Our complaints process has three stages and in April no complaints were taken above the first stage.

Repairs at a Time to Suit You

Many residents have asked for repairs to be carried out at a time that best suits them. We are now pleased to offer appointments in the evenings and at weekends.

Evening appointments are available between 5.00pm – 7.00pm from Monday to Friday and Saturday appointments are available between 8.00am – 12.00pm.

There will be some restrictions on the kind of work that can be carried out during these appointment slots, particularly during the winter when it will be more difficult to carry out external work or work

that requires power to be switched off. If you would like an appointment outside

of normal working hours, please contact Customer Services on **0800 694 0165**.

