

How are we doing? Performance for April to July 2010

Repairs appointments kept



95%

We'll continue to keep up this good performance

Average time taken to answer customer calls



38 seconds

We will make sure that you can speak to us as quickly as possible. However, you can contact us in 6 different ways. See page 3 for details.

Repair works completed at first visit

Every time a repair is completed we call you to find out how we did. We use this feedback to continually improve our service and aim to reach our target of 88%. Your comments are valuable, so please spare the time to speak to us if you can.

84%

% of complaints resolved at the first stage

If things don't go as planned we want to put them right as quickly as possible. We have improved performance from 88% in March to 97% in July.

97%

% of our properties have a valid gas servicing certificate

Remember to be safe and let us in! Faulty or un-serviced appliances can give off a deadly colourless, odourless gas called carbon monoxide.

99.98%

% of customers satisfied with the overall services Wherry provides

We have just completed STATUS – our survey of residents which happens every 3 years. This lets us know how satisfied you are with our services and helps us to identify what we need to improve. We will publish the results in the next edition of Home Matters

87.1%

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

Although we haven't met our target of 85% we have improved by 6% since April this year and continue to work to improve our service. Look out for our ASB guide which will be available later this year.

83%

We're pleased that most residents are satisfied with our services. We're currently reviewing our repairs service, if you have a suggestion or would like to get involved please contact us on 0800 694 0165 or 01603 595140.

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