

Are we meeting our Service Standards?



listen *Our promise to you...*

respect

service standards

openness

promises

contractors

investigate

customers

code of conduct

management

consult

accessible

Latest performance information from Nexus Housing for April 2009 - March 2010

Responding to you

97% of telephone calls were answered within 6 rings

75% of letters and emails were answered within 7 days.

Access to our services

We received **0** requests for access to customer files or computer records.

Repairs

99.5% of our emergency repairs were completed or made safe within 24 hours

85% of our routine repairs were offered an appointment within 28 days

100% of our homes with a gas supply have received an annual gas safety check.

Managing your home

92% of anti social behaviour reports were responded to within 14 days

90% of harassment or racial harassment reports where responded to within 2 days

83% of harassment or racial harassment cases where a physical attack has taken place were responded to within 1 day.

Responding to complaints

75% of complaints were responded to within 14 days.

Getting involved

81% of the actions in the annual Customer Involvement Statement have been completed.



Harden, Nexus, Kemble and Whitefriars are members of WM Housing Group