

Are we meeting our Service Standards?



Latest performance information from Nexus Housing for April 2011 to September 2011

Responding to you

89.39% of telephone calls were answered within 6 rings

71.49% of letters and emails were answered within 7 calendar days*

Responding to complaints

96% of complaints were responded to within 14 calendar days*

Access to our services

2 requests for access to customer files were completed within 14 calendar days*

Repairs

99.51% of our emergency repairs were completed or made safe within 24 hours

99.76% of our routine repairs were offered an appointment within 28 calendar days*

99.72% of our urgent repairs were offered an appointment within 7 calendar days*

100% of our gas appliances received an annual gas safety check

Managing your home

97% of anti social behaviour reports were responded to within 14 calendar days*

100% of harassment or racial harassment reports were responded to within 3 calendar days*

100% of harassment or racial harassment cases where a physical attack has taken place were responded to within 1 calendar day*

Getting involved

The actions in the annual Customer Involvement Statement are ongoing.

* Except for Bank holidays and office closures



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