

Are we meeting our Service Standards?



Latest performance information from Whitefriars Housing Association for April 2010 to Sept 2010

Responding to you

93% of telephone calls were answered within 6 rings

88% of letters and emails were answered within 7 calendar days.

To improve our performance in dealing with correspondence, we have briefed new staff on our procedure for dealing with and responding to letters.

Responding to complaints

97% of complaints were responded to within 14 calendar days.

Complaints are a valuable source of customer feedback and are used to improve our services. We have learned a number of lessons as a result of complaints.

As a result of an investigation we have changed our documentation and advice given to customers regarding the standard fixtures and fittings situated within a property when signing up a new resident.

Repairs

99.6% of our emergency repairs were completed or made safe within 24 hours

96.5% of our routine repairs were offered an appointment within 28 calendar days

94.7% of our urgent repairs were offered an appointment within 7 calendar days

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

Access to our services

100% of requests for access to customer files were completed within 40 calendar days

Managing your home

70.9% of anti social behaviour reports were responded to within 14 calendar days

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

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

Getting involved

The actions in the annual Customer Involvement Statement are ongoing.

