

Are we meeting our Service Standards?



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

Responding to you

94% of telephone calls were answered within 6 rings

95% of letters and emails were answered within 7 calendar days*

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.

For example, our complaint monitoring identified the need to review our ASB procedure, due to inconsistencies being identified. Training is being prepared and will be delivered to all front line teams.

Repairs

99.65% of our emergency repairs were completed or made safe within 24 hours

97.90% of our routine repairs were offered an appointment within 28 calendar days*

96.92% of our urgent repairs were offered an appointment within 7 calendar days*

99.89% of our gas appliances 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

90.50% 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