

How are we doing?



Performance

January - March 2011

Welcome to this issue of 'How are we doing?' This provides you with an at a glance picture of how we are performing in some of the key areas that affect customers. It also gives you details about what we are doing to improve those areas where we are not meeting our targets. This is the last performance insert we're going to include as we're going to start including performance information in the main newsletter from the autumn issue.

The performance information included in this newsletter was chosen by a panel of our customers. If there is anything else that you would like to see included or if you have any other comments, please let us know. Telephone **0845 849 2000**, email **info@shorelinehp.com** or pop in to any of our customer service centres.

From January to March 2011 we carried out **1706** emergency repairs compared to **1342** in the same period in 2010.

Key to Projected Year End Performance

- ☺ Target will be achieved or exceeded
- ☹ Performance is within allowed tolerance of target i.e. +/- 10%
- ☹ Target will not be achieved

Access and customer care

Service Standard / Measure	Performance Jan to Mar 2011	Target 2010/11 *	Projected Year End Performance	Comments on performance
Answer your call within five rings	94%	95%	☺	Performance on answering letters within the set timescale slipped. This is being addressed with managers.
Reply to letters within 10 working days	71%	90%	☹	Our performance in making sure we see you within six minutes fell, partly due to the number of more complex queries we are dealing with.
See you within six minutes when you visit one of our offices	86%	90%	☹	

Tenancy visits

Service Standard / Measure	Performance Jan to Mar 2011	Target 2010/11 *	Projected Year End Performance	Comments on performance
Visit you within one month of moving in	94%	90%	☺	
Visit you twice within the first year of your new tenancy to resolve any problems you may have	96%	90%	☺	Performance on annual tenancy visits slipped partly due to the adverse weather.
Carry out an annual tenancy visit to all homes	61%	90%	☹	

Repairs and gas safety

Service Standard / Measure	Performance Jan to Mar 2011	Target 2010/11 *	Projected Year End Performance	Comments on performance
Respond to emergency repair requests within two hours to make safe and 24 hours to carry out the repair	100%	95%	😊	Performance on emergency repairs, despite the demand caused by the bad weather, was good and remained above target. However performance on urgent jobs suffered as a result. Routine performance was only just below target at 94%.
Respond to urgent repair requests within five calendar days	91%	95%	😐	
Respond to routine repair requests within 29 calendar days	94%	95%	😐	
Service gas appliances in your home within every 12 month period	99%	100%	😐	
Keep mess to a minimum and clear up when the work is complete	99%	95%	😊	

Nuisance, support needs and complaints

Service Standard / Measure	Performance Jan to Mar 2011	Target 2010/11 *	Projected Year End Performance	Comments on performance
Respond to reports of nuisance and anti-social behaviour within five working days, depending on the seriousness of the nuisance	95%	95%	😊	
Respond to your complaints within 10 working days or let you know the reasons for any delay	97%	95%	😊	

Focus on repairs

Repairs is probably the single most important area to our customers. We aim to provide a high-quality, value for money service. And it's an area we are keen to improve on. So we are constantly looking at how we can improve our service. After you've had a repair you may have received a call from us asking you how satisfied you were with the service. Every month we aim to ask 200 people who have had repairs how it went. The information we gain from this survey is important and incredibly valuable to us. We carefully consider all the comments made in the survey and it allows us to continuously improve the service we and our partners Mears deliver to you.

From January to March 2011, we saw customer satisfaction with the repairs service improve, with 96% of the people asked stating they were satisfied with the service we provided. 99% said we respected you and your property and left the area clean, safe and tidy. This improved level of satisfaction was achieved despite the bad weather and the high number of emergency repairs we had as a result.