

PERFORMANCE MATTERS

Repairs Performance Figures to End Sept 2009 (last quarter)

Performance on meeting repair response time categories is good for emergency and 10 day routine repairs but worse than target for urgent and 5 day response categories.

TARGET	ACTUAL (Year to date)	Target Guide
Emergencies - 98%	99%	✓
Urgents/RTR - 94%	92%	✗
Routines 5 day response category - 90%	87%	✗
Routines 10 day response category—90 %	93%	✓
90 % Respondents Highly Satisfied or Fairly Satisfied with Work Quality	93%	✓

Arrears & Void Performance Figures to End September 2009 (last quarter)

TARGET	ACTUAL (Year to date)	Target Guide
Current Tenants (non technical) Rent Arrears as % of gross rental income Target 2.3%	2.4%	✗
Rent loss due to Void loss (empty houses) as % of gross rental income Target 2.0%	0.4%	✓

These figures relate to the end September 2009 and we report on performance quarterly. The next quarterly figures won't be available until January 2010.

Between newsletters you can find the most up to date information displayed in our office reception or you can find it on our web site.

Go to the ABOUT US section at www.paragonha.org.uk

As part of the Winter Survey 2008 we asked if people found the performance information we provide useful. The majority of those responding told us that they did but some people are not sure.

You can comment on this again in the 2009 Winter Survey enclosed and we are looking for views on how we can improve this information to you.

Quality Matters —Help Us Improve the Repairs Service

We send out Repair Satisfaction Surveys to a sample number of people who have repairs carried out. Their views are used to report on our Repair Quality Satisfaction Target.

We ask about the quality of work carried out and also about the service you receive when you report a repair to the office, the call out service and other areas which affect how well we provide this service to you.

The most recent response rate for forms being returned was 32%. This is an improving figure but we'd like to hear from more of you.

If you receive a form please send it back. It won't cost you anything as we provide a post paid envelope. If issues are raised on the forms eg if you are not happy with the work, then we'll follow up on your comments. We'll also tell the contractor if there is a job well done.

If you have had a repair carried out recently and are not included in the sample survey, then send us an email or phone. We'll get a form issued to you so can make your views known.

E mail: enquiries@paragonha.org.uk

Phone: 01324 664966

