

How we're performing



We're committed to delivering the best service we possibly can to residents and to help us measure this, we have a set of service standards.

The table on the right shows our latest performance against the service standards that we reported in the last issues of Headlines. We have also compared our performance in September 2010 and November 2010 to what we achieved two years ago.

Responding to you

We've been answering more and more of your calls within our target time of 20 seconds. Over the last two years our performance has increased by 6% in September 2010 and by 8% in November 2010. However, we are below our target by 3%.

We've also been answering more of our letters within our target time of 10 days. Two years ago our performance in this area was 67%, and in September 2010 it increased to 78% whilst in November 2010 it was 73%. Again we are below our target in this area by 22%

Repairs

In all areas of completing repairs within our target times, our performance has steadily increased over the past two years. But we are still slightly under our target in each area.

However, we are performing considerably better than other landlords. We are the second best, out of six, local landlords when completing repairs on time.

Our performance against other landlords across London is particularly impressive when it comes to completing emergency repairs, where we are the third best performing landlord in London.

Rent

The amount of rent we collected over the past two years has improved and in September 2010 and November 2010 we were above our target. We're also very proud of the fact that we are the best local landlord when it comes to collecting rent and eleventh best in London.

| Service standard | 2008/09 performance | Performance at end of Sept 2010 | Performance at end of Nov 2010 | Target for 2010/11 | Comparison with local* landlords** | Comparison across London landlords** |
|---|---------------------|---------------------------------|--------------------------------|--------------------|------------------------------------|--------------------------------------|
| Calls answered within 20 seconds | 84% | 90% | 92% | 95% | No comparable results available | No comparable results available |
| Letters replied to within target time of 10 working days | 67% | 78% | 73% | 95% | No comparable results available | No comparable results available |
| Emergency repairs completed within target of 1 day | 87.9% | 98.4% | 96.3% | 99% | 2nd out of 6 | 3rd out of 17 |
| Urgent repairs completed within target of 7 days | 83.5% | 95.7% | 94.9% | 95% | 3rd out of 6 | 8th out of 23 |
| Routine repairs completed within target of 31 days | 95.6% | 97.9% | 97.6% | 98 | 2nd out of 6 | 14th out of 22 |
| Rent collected against amount due | 100.2% | 102.6% | 102.5%*** | 101%*** | 1st out of 5 | 11th out of 22 |

* The 'local' landlords we have compared ourselves with are Kensington and Chelsea TMO, City West Homes, Hammersmith and Fulham Homes, Brent Housing Partnership, Family Mosaic, Octavia Housing, and Peabody Trust.

** These figures are based on the data available as at 17 December 2010.