



On target

Catalyst Communities Housing Association annual performance report

Spring 2009

How we performed

At Catalyst Communities we aim to give residents a consistently high level of service. Our performance information is one of the best indicators of how well we are performing.

This edition of On Target measures our achievement against key service standards from 1 October 2008 to 31 March 2009.

Complaints

We take all complaints seriously. As our service standards say, we will:

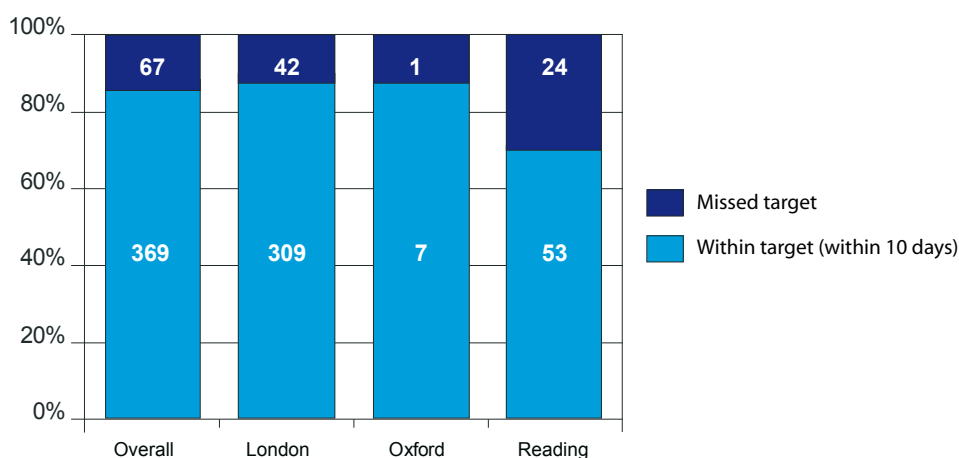
- welcome your views if you are dissatisfied with any aspect of our service
- acknowledge your written complaint within three working days
- send a full reply to most complaints within 10 working days.

For complex complaints we may need longer to investigate, if so, we'll let you know and agree a timescale with you.

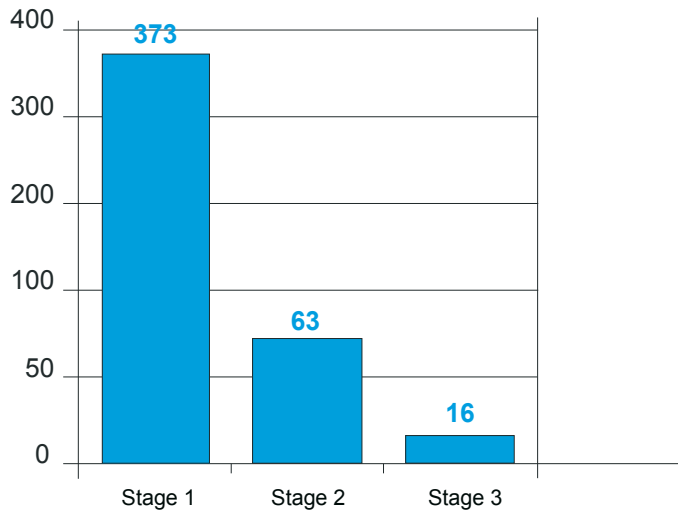
There are three stages to our complaints procedure, after which you can ask the Housing Ombudsman to investigate your complaint. The majority of complaints are dealt with at the first stage of this procedure. Our target times are two weeks (10 working days) for stage 1 and stage 2, and six weeks for stage 3, where an appeal panel deals with the complaint. We aim to increase the number of complaints that we reply to within these timescales.

The response rate has got better over the years, but there is still room for improvement. We are continuing to resolve the majority of them at an early stage, with over 85.6% dealt with at stage one and only 3.7% reaching stage 3.

Number and percentage of complaints answered within target time (all stages combined)



Number of complaints by stage



Our repairs service

We aim to do repairs quickly and efficiently and to provide a high-quality repairs service at all times to keep your home safe, secure and watertight. We intend to get as many repairs as possible right first time.

We measure performance in this area by looking at the percentage of repairs that we complete within a target time. Our service standards say we will complete (or make safe):

- 100% of emergency repairs within 24 hours
- 95% of urgent repairs within 3 working days
- 90% of routine repairs within 21 working days.

Description	Target times	London	Oxford	Reading	Overall
Emergency	Within 24 hours (100%)	99.9%	78.9%	73.0%	96.8%
Urgent	Within 3 working days (95%)	96.4%	77.4%	58.2%	84.6%
Routine	Within 21 working days (90%)	83.7%	91.0%	79.3%	83.8%
	Repairs completed	15,506	1,674	1,806	18,986

The quarter 4 repairs performance continues to be significantly below target level. The overall average time taken to complete a routine repair has not increased during the year. During last 6 months we took an average of 12 days to complete a repair from when it was reported.

We are now concentrating on improving our performance in meeting our targets. This includes carrying out a review of the reason for the overall decline in performance. We are considering how to better include the successful contractor in improving performance.

Another key measure of our performance is resident satisfaction with the service. We encourage our residents to give us feedback on the quality of any repair work and the professionalism of the repair staff. Using regular survey, we ask you to score your satisfaction with our services out of 10.

We are happy to report that your overall satisfaction has slightly increased again in compared with the same period in the previous year. The figures for overall repair satisfaction show that we remained above our satisfaction target of 8.

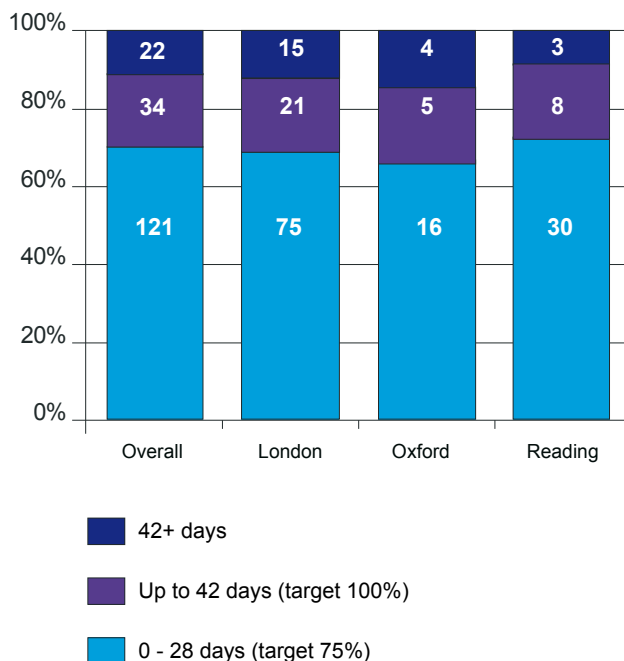
Period	Satisfaction
1 October 2008 to 31 March 2009	8.9
1 October 2007 to 31 March 2008	8.8

Vacant homes

When a home becomes vacant, we try to find a new tenant as quickly as possible, although sometimes we have to carry out repairs before we can let the property. A key measure of our performance in this area is the time it takes for us to re-let properties that have become empty after someone has moved away.

Our service standards say we will re-let empty properties within average of 25 days. Overall our average time taken to re-let empty properties for October 2008 to March 2009 has remained within target at 24.5 days.

Number and percentage of properties re-let over time



Rent collection and rent arrears

We aim to collect at least 99% of the rent that is due to us. At the end of quarter 4 we collected 100.3% of rent – all rent due plus a portion of arrears.

Period	Arrears
1 October 2008 to 31 March 2009	100.3%
1 October 2007 to 31 March 2008	99.8%

The table below shows overall percentage of arrears owed by residents as a proportion of an annual rent. Our overall performance in arrears reduction for October 2008 to March 2009 has improved in compared with the same period in the previous year and we are now on the way to achieve our target of 7%.

Period	Arrears
1 October 2008 to 31 March 2009	7.5%
1 October 2007 to 31 March 2008	7.9%

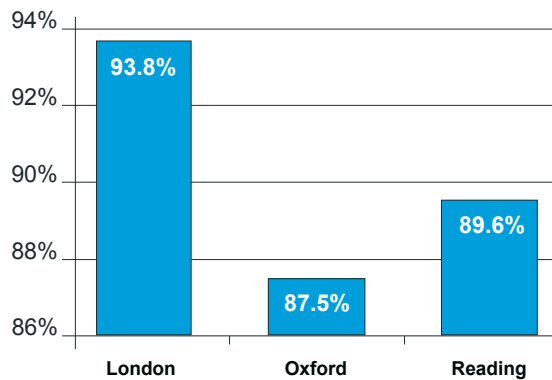
Mystery shopping

Our service standards state that we will be polite, try to answer your enquires as quickly as possible, and always act in a professional and approachable way. We carry out a number of checks on the quality of the service provided in reception and on the telephone. One way we do this is through mystery shopping. This is where somebody visits our receptions or telephones us, posing as one of our residents or a relative of a resident.

The mystery shopper gives a score out of 100 on how we deal with the enquiry, so the higher the score the better. From our latest quarterly information, we have scored higher than QHS Certification Target for mystery shopping of reception (Certification Target 81%).

¹ *Quality Housing Standard (QHS): is an independent body that assesses the services provided by housing associations to their customers. If we perform to a high standard, we can achieve a certification mark.*

Percentage score for personal visits to reception



During the last two quarters we also showed that our performance in telephone accessibility across the whole of CCHA is much better than the QHS Certification Target standard of 84%.

Contacting us

By telephone

Ealing office: 020 8832 3298

Oxford office: 01865 712244

Reading office: 0118 951 2900

Through our website

www.chg.org.uk/catalystcommunities

Write to us and/or visit us

Ealing Office

Ealing Gateway
26-30 Uxbridge Road
London W5 2AU

Oxford Office

The Farmhouse
Nightingale Avenue
Blackbird Leys
Oxford OX4 7BU

Reading Office

Enterprise House
95 London Street
Reading RG1 4QA



Catalyst
Communities

*A charitable housing association,
part of the Catalyst Housing Group*