

# Our performance

We are committed to delivering the best service we possibly can to our residents.

To help us achieve this, we have developed a set of service standards that highlight the level of service residents can expect from us.

We continuously monitor how we are performing against these standards in order to identify where we are doing well and, in cases where we are not meeting targets, what we need to improve on.

The table below shows some of the service standards that our residents have told us are most important to them and we have illustrated how we have performed in each of these areas.

We have also included our performance over the past three years, which helps shows whether our performance has improved, stayed the same or got worse.



## Our performance: March 2007 to December 2009

Service	2007/8	2008/9	Target for 2009/10	Performance at Dec 2009	Are we improving?
Telephone calls answered within 20 seconds	75%	84%	90%	95%	✓
Letters responded to within target time	n/a	67%	90%	88%	✓
Emergency repairs completed within target of 1 day	90.3%	87.9%	100%	98%	✓
Urgent repairs completed within target of 7 days	80.4%	83.5%	95%	96.2%	✓
Routine repairs completed within target of 31 days	97.6%	95.6%	98%	99.7%	✓
Percentage of new tenants satisfied with allocations service	n/a	n/a	90%	87%	n/a
Percentage of estate inspections carried out against number due	n/a	100%	100%	100%	Same
Percentage of rent collected against amount due	100.16%	100.23%	102%	100.13%	✗