



# Our performance

We're committed to delivering a high quality service to residents and to help us measure this, we have a set of service standards. Below are just some of the service standards residents told us are important to them, and the table shows how we've performed against them over the last two years.

We also show how we compare against other landlords. This is in response to the Short Notice Inspection, where the Audit Commission recommended we compare our performance with other organisations and show you how well we're doing compared to others.

## Responding to you

We've improved how quickly we respond to your calls and letters. Last year we answered 95 per cent of calls within 20 seconds – a 10 per cent improvement from 2008/9. In 2009/10, we replied to 96 per cent of all letters within 10 days. This is an improvement of a whopping 19 per cent since the previous year and 1 per cent above our target for this year.

## Repairs

Our performance for completing repairs within target has steadily improved over the last two years.

For routine repairs, we're better than any other local landlord and fourth best landlord in London. We're also the second best local landlord for completing emergency repairs within target and thirteenth best across London. When it comes to urgent repairs, we're the fourth best local landlord and number 22 (out of 40) compared to other landlords in London.

## Rent

The amount of rent we collected last year against the amount due has decreased slightly since 2008/9 and our target for this year is 101 per cent. However, we're still the second best local landlord and fifth best landlord across London.

## Get involved

We'd like to work with residents to develop more challenging targets and scrutinise our performance against these. So if you're interested in helping us do this, contact Nick Whitty on 020 8964 6434 or [nicholas.whitty@chg.org.uk](mailto:nicholas.whitty@chg.org.uk)

Service standard	2008/9 performance	Target for 2009/10	2009/10 performance	Target for 2010/11	Comparison with local landlords*	Comparison across London landlords**
Calls answered within 20 seconds	84%	90%	94%	95%	No comparable results available	No comparable results available
Letters replied to within target time of 10 working days	67%	90%	96%	95%	No comparable results available	No comparable results available
Emergency repairs completed within target of 1 day	87.9%	100%	99.2%	99%	2nd out of 6	13th out of 39
Urgent repairs completed within target of 7 days	83.5%	95%	97.1%	95%	4th out of 6	22nd out of 40
Routine repairs completed within target of 31 days	95.6%	98%	98.5%	98%	1st out of 6	4th out of 41
Rent collected against amount due	100.2%	102%	99.9%	101%	2nd out of 5	5th out of 21

\* The 'local' landlords we have compared against are Kensington and Chelsea TMO, City West Homes, Hammersmith and Fulham Homes, Brent Housing Partnership, Family Mosaic, Notting Hill Housing Trust, Octavia Housing, Peabody Trust and Womens' Pioneer Housing Association.

\*\* These figures are based on the data available as at 09 June 2010.