

Our performance

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 current performance against the service standards that we reported on in the last issue of *Headlines*. We've compared our performance at the end of June 2010 and August 2010, with how we performed last year.

Responding to you

The amount of calls we answered within 20 seconds in August has slightly gone down, by 3%, from June and we're 6% below our target for 2010/11.

However, we've been responding to your letters much quicker. We responded to 93% of all letters in August within 10 working days. This is an improvement of a whopping 17% since June and we're only 2% off our target for 2010/11.

Repairs

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

In August our performance was nearly 100% for completing all types of repairs within target time. This means that most of the repairs you reported were completed on time.

When comparing ourselves to local landlords, we're in the top three for all types of repairs. We narrowly missed the top spot for completing routine repairs within target.

We're also in the top 15 for completing all types of repairs when comparing our performance against landlords across London.

Rent

The amount of rent we collected in June compared to August has gone up by 2%, and we're just 1.8% off our target for the coming year. We're also the fourth best performing local landlord and number 15 in London.



Service standard	2009/10 performance	Performance at end of June 2010	Performance at end of August 2010	Target for 2010/11	Comparison with local* landlords** at end of June 2010	Comparison across London landlords** at end of June 2010
Calls answered within 20 seconds	94%	91%	89%	95%	No comparable results available	No comparable results available
Letters replied to within target time of 10 working days	96%	76% ^s	93%	95%	No comparable results available	No comparable results available
Emergency repairs completed within target of 1 day	99.2%	98.3%	100%	99%	3rd out of 7	14th out of 29
Urgent repairs completed within target of 7 days	97.1	96.7%	99.1%	95%	3rd out of 7	15th out of 29
Routine repairs completed within target of 31 days	98.5%	98	99.7	98	2nd out of 7	13th out of 30
Rent collected against amount due	99.9%	97.2%	99.2%***	101%***	4th out of 5	15th 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, Octavia Housing, and Peabody Trust.

** These figures are based on the data available as at 16 September 2010.

*** As at week ending 08 August 2010.