



CUSTOMER CHARTER

1 April 2011 – 30 September 2011

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Customer Charter Performance Updates to end of September 2011

Contacting WDH

Access to WDH Services	2009/2010	2010/2011	September 2011	Target	On Target
Percentage of tenants satisfied with overall service provided by WDH. (Annual tenant survey)	86%	89%	89%	90%	X
Percentage of calls answered in 20 seconds at OneCALL.	93%	90%	91%	90%	✓
Percentage of letters answered in target.	97%	92%	99%	95%	✓
Percentage of Care Link calls answered in 15 seconds.	88%	90%	87%	90%	X
Percentage of complaints answered in target. (Area Offices)	82%	98%	92%	100%	X

Major Improvements

Key Performance	2009/2010	2010/2011	September 2011	Target	On Target
Percentage of tenants satisfied with the work of the strategic partners.	99%	99%	98%	100%	X
Percentage of properties handed over successfully first time within target.	98%	97%	98%	95%	✓
Residents given 21 days notice of works commencing.	100%	90%	100%	100%	✓
Percentage of social housing rental stock failing to meet Decent Homes Standard.	8.9%	3.4%	2.3%	1.7%	✓

Adaptations

Completions	2009/2010	2010/2011	September 2011	Target	On Target
Percentage of tenants satisfied with the Adaptations Service.	92%	92%	92%	90%	✓
Time to complete major adaptations.	24 weeks	16 weeks	14 weeks	16 weeks	✓
Time to complete minor adaptations.	9 weeks	4 weeks	4 weeks	8 weeks	✓
Average length of time to complete all adaptations.	10 weeks	5 weeks	4 weeks	12 weeks	✓

Repairs

Service Standards	2009/2010	2010/2011	September 2011	Target	On Target
Percentage of tenants who have a mobile phone registered with WDH who are satisfied with repairs service (Mobysoft).	86%	88%	91%	90%	✓
Percentage of responsive repairs fixed right first time.	82%	85%	88%	90%	X
Average time to complete a responsive repair (end to end time).	14 days	11 days	8 days	10 days	✓
Number of gas services outstanding (gas appliances services required every 12 months).	0	0	2	0	X

Allocation of Properties

Moving Home	2009/2010	2010/2011	September 2011	Target	On Target
Tenants happy with the overall quality of their home.	93.3%	95%	90%	90%	✓
Average days to re-let a (managed) social housing rental dwelling.	31 days	31 days	31 days	29 days	X
Average number of weeks at Group A and B classification before allocation.	52 weeks	48 weeks	39 weeks	48 weeks	✓
Percentage of lettings to BME tenants.	7.3%	8.3%	8.1%	8.0%	✓

Antisocial Behaviour (Tenancy Management)

Key Performance	2009/2010	2010/2011	September 2011	Target	On Target
Percentage of tenants satisfied with how nuisance complaints are dealt with.	73%	76%	85%	90%	X
Percentage of tenants satisfied with the outcome of their nuisance complaint.	72%	71%	88%	90%	X
Percentage of closed antisocial behaviour cases that were resolved.	84.6%	97.9%	96%	90%	✓
Percentage of people willing to report nuisance behaviour to WDH in the future.	85%	83%	92%	90%	✓

In addition to monitoring key performance indicators from our Customer Charter Standards we have also included further detailed information to outline the issues behind the main headlines.

Performance during the half year of 2011/2012 rent year has generally improved from the position at the end of the 2010/2011 financial year with the majority of the Customer Charter standards recording high performance levels. The main performance highlights are:

All WDH properties will be well maintained.

- We have reduced the average days to complete a responsive repair to eight days, which is three days better than last year's outturn and two days better than our target. In conjunction with this there has been a 3% improvement in jobs fixed right first time

Allocation of properties

- It took an average of 25 days to re-let properties during September, which was two days better than the August average and reduced the average for the year to date to 31 days.

When you contact us by phone.

- OneCALL received 125,868 calls received during the period April to September 2011, with 114,940 or 91% answered within 20 seconds.

Areas of good performance

Excellence

- There were two outstanding gas services at the end of September 2011. There are 26,108 gas services in the annual programme an increase of 867 since the same week last year.
- All residents were given 21 days written notice of the commencement of improvement works in September 2011.



Vision

to create confident communities

Mission

to inspire, transform and promote excellence

Values

to be creative, inclusive and work with integrity