



adactus housing association

# service standards



## AHA Service Standards

Our Customer Service Standards were developed together with residents at the Away Day in 2007 and demonstrate our commitment to providing an excellent level of service and continuous improvements across all areas of service provision. Through the Service Standards we are able to monitor our performance, measure service quality and track our progress.

The purpose of this newsletter is to keep you, our customers, informed as to how we have performed against our Service Standards over the last quarter (for April, May and June 2008). For this edition we will report on how we have performed for Customer Services and Repairs, Anti Social Behaviour, Lettings and Planned Maintenance. We will report on other Service Standards in future editions.

If you require further details of these figures or wish to see the full breakdown they are available on our Internet site [www.adactushousing.co.uk](http://www.adactushousing.co.uk).

### PLANNED MAINTENANCE

SERVICE STANDARD	SUB QUESTIONS	LEVEL OR PERFORMANCE
Offer individual tenant choices of key components		100% of tenants had a choice of key components in their property
We will inform residents 4 weeks before the commencement of planned works		100% of tenants were informed 4 weeks in advance of work being done in their property

## ANTI-SOCIAL BEHAVIOUR

SERVICE STANDARD	SUB QUESTIONS	LEVEL OR PERFORMANCE
In serious cases or if violence is involved we will respond to it in 24 hours.		We responded to 86% of serious cases within 24 hours of it being reported to us. Steps have been taken to tighten up monitoring of all serious ASB cases
We will keep in touch with complainants weekly or at intervals as agreed with the complainant		100% of complainants were contacted on a weekly basis or at intervals as agreed
We will provide an Out of Hours reporting service for emergency ASB cases		An out of hours reporting service for Anti-Social behaviour is now in operation
We will offer mediation to all cases where appropriate		For the last quarter we had 1 case of Anti-Social Behaviour where mediation was offered
We will deliver 3 diversionary activity projects per annum		On target. We have been delivering diversionary activities including funding DJ and MC workshops for 11-16 year olds with Unity Radio and Manchester Youth Service, community clean up days and contributing towards summer sports activities

## LETTINGS

SERVICE STANDARD	SUB QUESTIONS	LEVEL OR PERFORMANCE
Aim to assess applications and put into priority group within 10 days of receiving a form with all details completed including references where requested		92% of completed application forms were put into a priority group within ten days.
We will send a copy of the residents charter, details of areas of stock and information on re-housing prospects	<ul style="list-style-type: none"> <li>Resident Charter</li> <li>Details of Stock</li> <li>Re-housing prospects</li> </ul>	<p>75% of applicants report having received a resident charter</p> <p>77.8% report having received details of stock</p> <p>37.5% report having received information on re-housing prospects</p> <p>A revised rehousing leaflet is currently under production which will provide information in these areas</p>
Provide Tenant Handbook and go through Tenancy Agreement before you sign it, or the agreed standard with prospective tenant, with relet standard being reached within 4 weeks of Tenancy Let Date	<ul style="list-style-type: none"> <li>Tenant Handbook</li> <li>Go through tenancy</li> <li>Re-let Standards</li> </ul>	<p>100% of new tenants report having received a hand book</p> <p>100% of new tenants report having received a full introduction to the tenancy agreement</p> <p>100% of new tenants report that their properties are at re let standard within 4 weeks of the start of the tenancy</p>
Your property should meet our re-let standard or a standard agreed with your housing officer		100% of new tenants report that their properties met the re let standard agreed with the housing officer

## REPAIRS


SERVICE STANDARD	SUB QUESTIONS	LEVEL OR PERFORMANCE
Repairs Timescales (sample 165 properties)	<ul style="list-style-type: none"> <li>Urgent 24hrs (98%)</li> <li>Urgent 7 days (98%)</li> <li>Routine 30 days (98%)</li> </ul>	<p>96.6% were completed in 24 hours</p> <p>96.4% were completed in 7 days</p> <p>97.1% were completed in 30 days</p> <p>The trend across AHA's Area Offices is upwards. Steps have been taken to address the areas identified as under-performing.</p>
Offer of an appointment for all repairs		<p>44% of tenants were offered an appointment</p> <p>We have introduced a new appointment recording system during the quarter and so the true level of appointments made is understated. 97% of respondents to repairs questionnaires reported satisfaction with opportunities for making an appointment.</p>
Check external and internal contractors working to code		100% of contractors when checked were working to the code of conduct
Aim to complete 90% of repairs at the first visit		91% of repairs were completed at the first visit
Achieve customer satisfaction of 90% in all areas of repairs and maintenance	<ul style="list-style-type: none"> <li>Repairs</li> <li>Planned Maintenance</li> </ul>	<p>98% of customers were satisfied</p> <p>89.8% of customers were satisfied</p>

## CUSTOMER CARE

SERVICE STANDARD	SUB QUESTIONS	LEVEL OR PERFORMANCE
Where you have received a service detailed below we will measure and report on the satisfaction of these services including how we have changed our services: Aids and Adaptations, DTD repairs, Planned maintenance etc.	<ul style="list-style-type: none"> <li>Planned</li> <li>Letting applications</li> <li>Letting satisfaction</li> <li>ASB</li> <li>Complaints</li> <li>New Build</li> <li>Day to Day Repairs</li> </ul>	80 questionnaires returned 9 questionnaires returned 7 questionnaires returned 2 questionnaire on anti-social behaviour completed 4 questionnaires returned 10 questionnaires returned 1419 questionnaires returned
Aim to answer telephone call within 10 seconds		Telephone calls answered within 7.58
Written requests and complaints will be acknowledged in writing within 3 days and a full written response within 10 days, if we cannot respond in this timescale we will let you know. Emails will be responded to within 7 working days.	<ul style="list-style-type: none"> <li>Written requests</li> <li>Email requests</li> </ul>	100% Monitoring service not fully in place
Staff and subcontractors will identify themselves whether it is by first name over the telephone, or carrying identity cards/wearing name badges for any face to face contact.		95.2% of staff and contractors identify themselves either over the phone or by name badges
Reception waiting times will not exceed 15 minutes if customer does not have an appointment or 5 minutes	<ul style="list-style-type: none"> <li>Less than or equal to 5 minutes if customer has appointment</li> <li>Less than or equal to 15 minutes if customer does not have an appointment</li> </ul>	91.5% of customers with an appointment waited less than 5 minutes in reception 99.4% of customers without an appointment waited less than 15 minutes in reception


## Performance Matters 2007-2008

Performance Indicators (PIs) provide a measure so that you as service users can judge how well we as a landlord are performing. Over time PI's also form the basis for promoting and assessing continuous improvement. The following report is based on a selection of performance indicators.




ASSET MANAGEMENT			
PERFORMANCE INDICATOR	TARGET FOR 2007/08	PERFORMANCE FOR 2007/08	LEVEL OF PERFORMANCE
Proportion of homes that fail to meet the Decent Homes Standard	9%	8.3%	

The standard sets out the current statutory minimum standard for housing. Properties must be in a reasonable state of repair, have reasonably modern facilities and services, and a reasonable degree of thermal comfort.

Work carried out so far includes; new kitchens installed valued at £400k affecting 210 properties, new bathrooms installed valued at £300k affecting 138 properties, gas central heating installed valued at £790k affecting 272 properties and new windows installed valued at £800k affecting 220 properties.


CUSTOMER CARE			
PERFORMANCE INDICATOR	TARGET FOR 2007/08	PERFORMANCE FOR 2007/08	LEVEL OF PERFORMANCE
Average time taken to answer the telephone	8 Seconds	8 Seconds	

We treat answering the phone quickly as a high priority. We have recently recruited a new member of staff to the team to achieve and improve our performance in this area and we will always continue to provide a good service to our customers.




INCOME MANAGEMENT			
PERFORMANCE INDICATOR	TARGET FOR 2007/08	PERFORMANCE FOR 2007/08	LEVEL OF PERFORMANCE
General needs (Current and former tenant) Rent arrears	10%	8.6%	
Sheltered housing (Current and former tenant) Rent arrears	4.5%	5.3%	
Supported housing hostels (Current and former tenant) Rent arrears	25%	6.6%	

During 2007/08 we encouraged the continued use of Direct Debits as our preferred option for tenants paying their rent as we can increase or decrease the amount payable on behalf of tenants as the rent changes. This has helped to improve our rent collection performance. Direct Debits is a convenient option for tenants and it helps prevent tenants falling behind with their rent payments.


We also expanded our financial inclusion team to have an advisor at every office so that we can provide help and assistance to tenants in arrears or who are in danger of falling into arrears.

LETTING HOMES			
PERFORMANCE INDICATOR	TARGET FOR 2007/08	PERFORMANCE FOR 2007/08	LEVEL OF PERFORMANCE
Turnaround times for letting empty homes	28 Days	37 Days	

We have carried out a root to branch review of how we manage voids and as a result our performance for this year is now showing dramatic signs of improvement. The review looked at the relationship between the void team who carry out the repairs & Housing Management team who lets the property and the communication between the two. In addition, consideration was given to how we can be pro-active in terms of letting our properties and identifying appropriate applicants and contacting them earlier. We have also investigated how we can improve this service and become more efficient and hope to implement the improvements next year.

RESPONSIVE REPAIRS			
PERFORMANCE INDICATOR	TARGET FOR 2007/08	PERFORMANCE FOR 2007/08	LEVEL OF PERFORMANCE
% of emergency repairs completed within target time (24hrs)	95%	94.4%	
% of urgent repairs completed within target time (7 days)	95%	96.2%	
% of routine repairs completed within target (28 days)	95%	96.5%	

We have increased our Direct Labour Squad to carry out more of our repairs internally which has allowed us to exceed our targets for urgent and routine repairs. We are reviewing our emergency repairs service including the service offered outside of normal working hours and hope to carry out more of those repairs ourselves so we can increase customer satisfaction as well as completing more emergency repairs within target. As a direct result of our resident satisfaction questionnaire we are going to reduce our timescale for routine repairs in 2008/09.

PLANNED WORK			
PERFORMANCE INDICATOR	TARGET FOR 2007/08	PERFORMANCE FOR 2007/08	LEVEL OF PERFORMANCE
% of gas safety checks taking place within 12 months	Monitor	97%	

All gas servicing is now done by appointment and this has helped us to achieve the high level of performance we were seeking to achieve. We have increased our gas servicing team to enable us to carry out all the gas servicing work in-house. This is in direct response to tenant feedback that tenants prefer this work being carried out by our own staff. During the year, we introduced customer satisfaction letters for the first time. This enables us to obtain customer views about the quality of our gas service and we will use this information to make further improvements.

## Complaints

All complaints made by customers are recorded and monitored to make sure that we answer on time and that customers are satisfied with the outcome of the complaint.

We also use the information we get from complaints to make changes to our services and to put things in place to make sure that the reason for the complaint is reduced or removed. Every month we review all the complaints and look at how many are responded to on time, what the complaint is about and whether it was resolved to the customer's satisfaction.

During 2007-2008, Adactus and Beech Housing Association received a total of 160 complaints of over 50% were about repairs and maintenance. This is not totally surprising as the main reason most people contact us is to report a repair.

Lots of complaints about repairs were about jobs not being completed on time, or the contractor coming to your home, but then having to go away as they need a part. The other area of concern was that you are not kept informed when things go wrong. As a result of this, over the last 6 months we have been looking closely at the repairs service and looking at what can be done to help improve the service in these areas. So far we have introduced the following:

- We are now running a pilot in South Area to have 3 firm appointment slots each day so you will know when the contractor will be coming.
- We closely monitor the number of jobs we complete on the first visit and the contractors have been given a target of 90% of all jobs to be completed at the first visit and we have looked at the Vans and the materials in them so that more jobs can be completed without the need to go for additional materials.

During 2007- 2008, **58.82%** of complaints were responded to within the target of 10 working days, this has been recognised as an area we need to improve on and as a result of this we have introduced the monthly reporting and have included the % of responses on time in our performance reports to Board to make people aware of our performance in this area. As a result for the first 3 months of 2008-2009, **78.13%** of complaints have been responded within target which is an improvement on the previous year and this is something we are striving to improve on even further.

100% of customers who have completed satisfaction questionnaires between April 08 and June 08, have told us that they have been either completely or fairly satisfied with the way we have handled their complaints. This is positive, but it is only based on a small sample.

We hope you won't need to make a complaint to us, but if you do, please let us know how you think we dealt with this by completing the satisfaction forms, as we need your feedback so that we can improve the service we give to you.

If you have any questions about the way we record and monitor and manage complaints **please contact Karen Pierce - Quality Manager on 01942 267816 or email [Karen.Pierce@adactushousing.co.uk](mailto:Karen.Pierce@adactushousing.co.uk)**

## Performance Informaton Evaluation Form

1. How informative have you found the information provided?

Very informative     Informative     Not informative enough

2. What sections, if any, have you found particularly interesting?

.....  
.....  
.....

3. How often would you like this information?

Once a year     Every 6 months     Every 3 months

4. Is the information clear and easy to understand?

Yes     Mostly     No

5. Are there any areas not included that you would want performance information on?

.....  
.....  
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6. Do you have any other suggestions or questions?

.....  
.....  
.....

Name: .....

Address: .....

.....

Thank you! Please return to the Resident Involvement Team. (just fold over the form and the pre paid address is on the back for you to post) If you have any questions **please contact the Resident Involvement Team on 01942 608 715**



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