



Head Office
Turner House
56 King Street
Leigh
Lancashire
WN7 4LJ

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 party. 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**



beech housing association
**service
standards**



Beech 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 Anti Social Behaviour, Resident Involvement, Aids and Adaptations and Repairs. 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.

ANTI-SOCIAL BEHAVIOUR

SERVICE STANDARD	SUB QUESTIONS	LEVEL OR PERFORMANCE
We will remove racist and other offensive graffiti on HA property within 24 hours.		No cases reported
In serious cases or if violence is involved we will respond to it in 24 hours.		We responded to 100% of serious cases of Anti-Social Behaviour reported to us within 24 hours.
We will keep in touch with complainants weekly or at intervals as agreed with the complainant		No data at present as no complaints questionnaires were returned to us within the last quarter.
We will provide an Out of Hours reporting service for emergency ASB cases		Yes – The out of hours emergency service is now provided by Orbis.
We will offer mediation to all cases where appropriate		Mediation available, no BHA cases have involved mediation.
We will deliver 3 diversionary activity projects per annum		On target

RESIDENT INVOLVEMENT

SERVICE STANDARD	SUB QUESTIONS	LEVEL OR PERFORMANCE
Provide a menu of options for how residents/leaseholders can get involved. As a minimum this should include, meetings, on-line consultation, postal questionnaires (to be discussed)	<ul style="list-style-type: none"> • Meetings • Online consultation • Postal questionnaire 	<p>Yes - we hold regular meetings</p> <p>Yes - our consultations are available online and a notification email is sent to all residents who have registered their details to inform them that the consultation is on the website.</p> <p>Yes - we regularly consult via postal consultations.</p>
General feedback on outcomes of all our customers' research and consultation will be reported in our newsletters/on the website/in our area offices	<ul style="list-style-type: none"> • Newsletter • Website • Area offices 	Yes - we have provided feedback on our consultations via the newsletters, meetings, on the website and in the area offices.
Hold annual conference. (including group resident away day).	07 October 2008	The annual group resident away day has been booked for 7th October 2008.
Produce 2 newsletters per year (tenants and residents) as a minimum.		Our Group publication InHouse is distributed to all residents in Spring and Autumn. Our subsidiary newsletters for AHA, BHA, Miles Platting and CCH are distributed in Summer and Winter.
Have 2 spaces on the Housing Board for resident representatives.		There are currently two spaces on the Board for Residents.

AIDS AND ADAPTATIONS

SERVICE STANDARD	SUB QUESTIONS	LEVEL OR PERFORMANCE
Ensuring minor adaptations (£500) are completed within a month of receipt.		100% of applications received over the last quarter were completed within a month of receiving them.
Writing to tenants every six months informing of their current position on the waiting list		100% of our customers on the waiting list have been notified in the last 6 months of their position on the waiting lists.


REPAIRS

SERVICE STANDARD	SUB QUESTIONS	LEVEL OR PERFORMANCE
Repairs Timescales	<ul style="list-style-type: none"> • Urgent 24hrs • Urgent 7 days • Routine 30 days 	91.67% 98.80% 98.40%
Repair requests will be dealt with in line with the "repair job prioritising system" (see section 5 of the tenants hand book)		No data collection system in place. A quality control approach is in development.
Offer of an appointment for all repairs.		1%-A new system for recording appointments made with tenants was implemented this quarter. Appointments made with tenants outside of this system are not included in this analysis. The true level of appointments made is therefore understated which is demonstrated by 97% of tenants responding to the repairs questionnaire reported satisfaction with the opportunity to make an appointment.
Check internal and external contractors working to code of conduct	<ul style="list-style-type: none"> • Internal • External 	This was completed 100%.
We will aim to complete 90% of repairs at the first visit		81%- The most common cause of repairs requiring more than one visit is the need for replacement parts. As we standardise components, operatives will be able to keep van stocks of the most common replacement items.
Achieve customer satisfaction of 90% in all areas of repairs and maintenance.	<ul style="list-style-type: none"> • Repairs • Planned Maintenance 	No planned programmes in quarter 1.

Performance Matters 2007-2008

Performance Indicators (PIs) provide a measure against which we as a housing association, and 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	8%	10.78%	

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.


The following work was undertaken during the year: New kitchens installed at Fairfield and Bennison Court – valued at 135k. Some new kitchens were also installed at some general needs schemes during the year. Valued at 16k.

INCOME MANAGEMENT


PERFORMANCE INDICATOR	TARGET FOR 2007/08	PERFORMANCE FOR 2007/08	LEVEL OF PERFORMANCE
General needs (Current and former tenant) Rent arrears	12%	11.26%	
Sheltered housing (Current and former tenant) Rent arrears	8.5%	4.6%	

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 the tenant which makes this a convenient option for tenants and can help prevent tenants from falling behind with their rent payments.


We also expanded our financial inclusion team to have an advisor at every office. This means that we can now provide help and assistance to tenants in arrears or who were in danger of falling into arrears at each of our area offices

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




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.

LETTING HOMES			
PERFORMANCE INDICATOR	TARGET FOR 2007/08	PERFORMANCE FOR 2007/08	LEVEL OF PERFORMANCE
Turnaround times for letting empty homes	21 Days	32 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 has looked at the relationship between the void team who do the repairs & the Housing Management team who let the properties and the communication between the two. In addition to this, we have considered how we can be more pro-active in terms of letting our properties and identifying appropriate applicants and contacting them earlier. Finally, we have examined how we can become more efficient in the way we deliver the service and hope to implement the new ideas next year.

LOW COST HOME OWNERSHIP			
PERFORMANCE INDICATOR	TARGET FOR 2007/08	PERFORMANCE FOR 2007/08	LEVEL OF PERFORMANCE
Time it takes to sell the property from completion	6 Months	10 Months	

2007/08 was a good year for property sales. Beech averaged approx. 7 sales per month which was an improvement on the position in the previous year. However, we were unable to meet the performance target for how quickly we sell the properties due to the majority of the properties being old properties that had to be fully re-furbished. It is difficult to generate interest in these old properties until they are completed as people like to see the finished result. Some of the delays were also caused by a number of reservations falling through, which means that new purchasers had to be found.

RESPONSIVE REPAIRS			
PERFORMANCE INDICATOR	TARGET FOR 2007/08	PERFORMANCE FOR 2007/08	LEVEL OF PERFORMANCE
% of emergency repairs completed within target time (24hrs)	95%	No emergencies	
% of urgent repairs completed within target time (7 days)	95%	91.94%	
% of routine repairs completed within target (28 days)	95%	96.75%	

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 the coming year.

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	99.6%	

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 resident feedback that residents 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.

Performance Information 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?

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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?

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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**

