

# How we're doing!

Performance matters at Great Places and we are proud of how we look after day to day issues for our customers.

Our priority is to provide high-quality services to tenants, wherever they live.

It's important we monitor and measure how we're doing. We set ourselves ambitious targets and work hard to meet them. We set objectives for all areas of our business and

check how well we are doing every month.

Below, you'll see the totals for the financial year up to March. People have also asked how we compare with other housing associations so we've added a bit about this on the right.

We compare our performance against a group of 15 similar housing associations

working in the north west to see how well we are doing in relation to other organisations.

If you want to know more, contact Razwan Anwar in the quality and performance team on 0161 447 5062 or email [razwan.anwar@greatplaces.org.uk](mailto:razwan.anwar@greatplaces.org.uk)



Key performance indicator	Performance Apr 2010 - Mar 2011	Target for Apr 2011 - Mar 2012	Performance Apr 2011 - Jun 2011	Traffic light	How we compare with similar associations
Average time taken to re-let empty properties	23.2 days	23.1 days	23.7 days		Much better than average
Percentage of rent not paid on time	4.4%	4.6%	5.1%		Average
Percentage of rent loss due to empty homes	0.7%	0.7%	1.0%		Much better than average
Average time to close Stage 1 complaints Satisfaction with outcome of complaints	58.6 days 59.5%	19 days 70%	23.9 days 52%		Worse than average
Percentage of calls answered in 15 seconds (Customer access team)	88%	85%	85%		Better than average
Percentage of properties with gas servicing overdue	0.0%	0.0%	0.0%		Much better than average
Total repairs completed on time	95.1%	97.6%	97.6%		Much better than average
Percentage of calls answered in 15 seconds (Repairs contractors)	69%	85%	75.5%		Worse than average



On course to achieve end of year target



Early warning



Missing target

We are working closely with our repairs contractors ensure we improve this area. Improvement plans have been set up and are being implemented. So far since April, 2011, improvement has been noted. We will continue to push for further improvements to exceed our target.

Key performance indicator	Target for Apr 2010 - Mar 2011	Apr - Jun 2011	Traffic light
Satisfaction with overall service provided	84.0%	85.8%	
Satisfaction with repairs	76%	74.7%	
Satisfaction that your views are taken into account	78.3%	80%	
Satisfaction with neighbourhood as a place to live	85.8%	90.8%	
Satisfaction with rent representing value for money	88.4%	91.6%	
Satisfaction with general condition of your home	86.1%	90.7%	

## Are you satisfied?

Some of you may have been asked to take part in a satisfaction survey over the telephone by one of our quality and performance team. This year, we're doing more than ever to capture what you tell us and learn from it. We're doing this day in day out, rather than just a few times a year. We have spoken to nearly 250 customers so far this financial year and around 1,500 since last year.