



# How are we doing?

Performance Update 2009/10



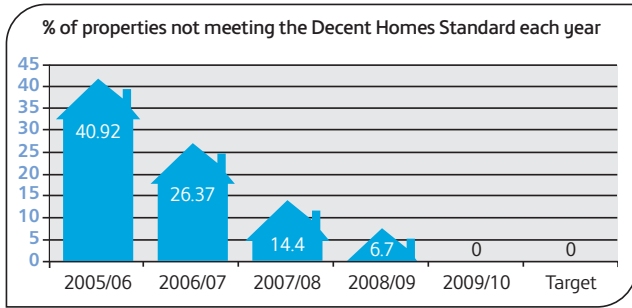
# How are we doing?

## Performance Update

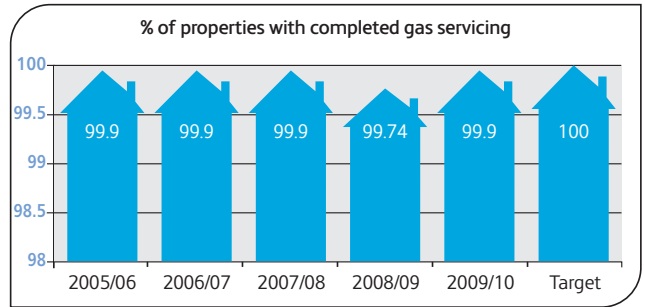
We want to ensure we keep you updated on how we are performing, and our performance for the period 1st April 2009 to 31st March 2010 is set out below. The charts show whether we have met our targets for last year, and how our performance in 2009/10 compares against previous years.

### Your Home

Erimus chose to carry out modernisation work over and above the minimum Decent Homes standard required and we have now completed the fifth year of investment work. This means that at 31 March 2010, none of our homes failed the official Decent Homes standard, achieving the target set in our Business Plan.

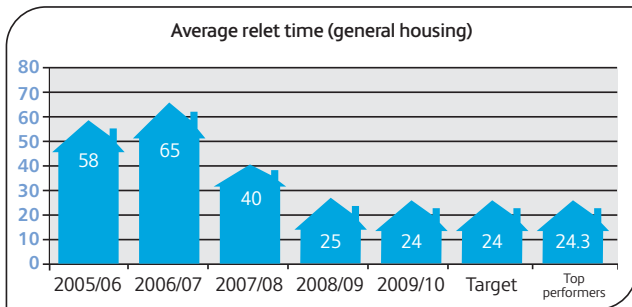


Erimus has a legal duty to carry out an annual check of your gas appliances to make sure you are safe in your home. At the end of March, we had completed servicing on 99.9% of all properties, and we are progressing further action to enable us to gain access to 13 properties so that we can complete the 100% target for gas servicing.



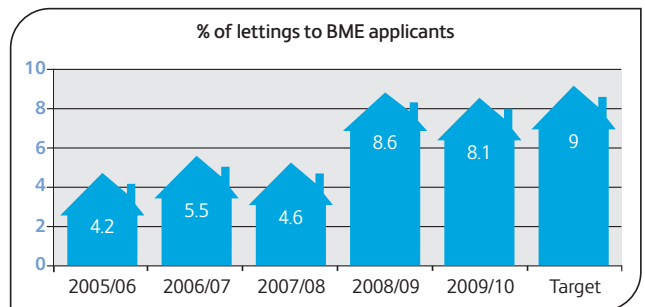
### Lettings

The average time taken to relet an Erimus property has improved from 65 days in 2006/7 to 24 days at the end of March 2010. This is the result of improved void and relet processes and means that we are among the top performing organisations for reletting general needs properties.



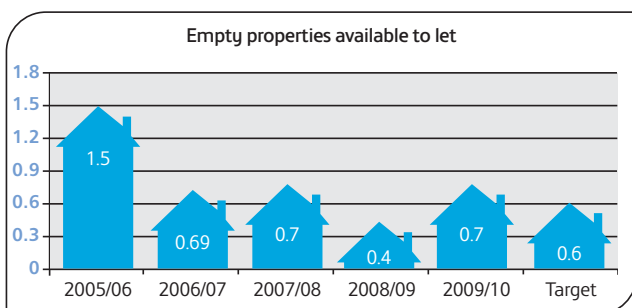
### BME Lettings

We aimed to let 9% of our properties to residents from the BME community in 2009/10 and almost achieved this target with 8.1% of our properties let to members of BME groups; this reassures us that our policies are fair and accessible to all.



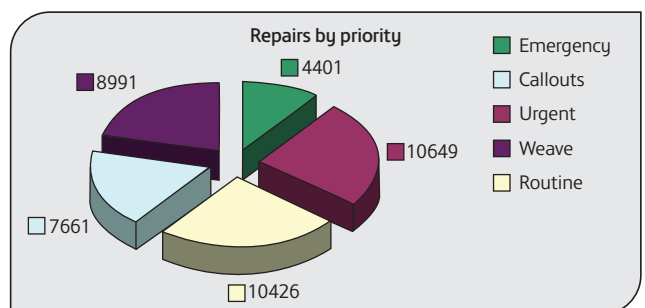
### Empty Properties

The number of empty properties that are available to let at year-end slightly exceeded the target set due to an increase in the number of properties becoming available during March. However, the total number of properties which are empty has reduced significantly in 2009/10, due to continuing regeneration and the demolition of two high-rise blocks of flats in Netherfields last summer.



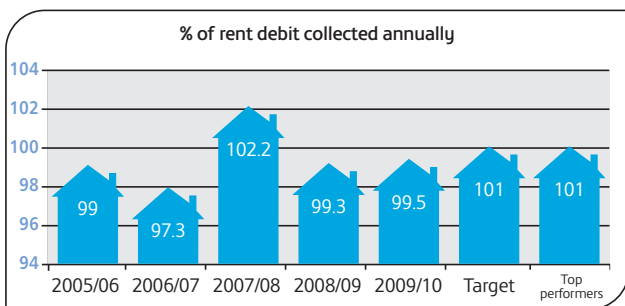
### Repairs

Between April 2009 and the end of March 2010 we completed 42,128 repairs and the pie chart below shows the breakdown by repair category. During 2009 we changed the way we prioritise repairs to improve the repairs service for customers. In 2010 onwards, all repair work will be undertaken using the revised priority system which now measures the overall repair time across all types and priorities of responsive repairs.



## Rent collected

The percentage of rent collected was slightly below the target we set for the year-end. This is in part because of the way that housing benefit is paid to Erimus, meaning that the full amount of benefit was not paid until mid April.



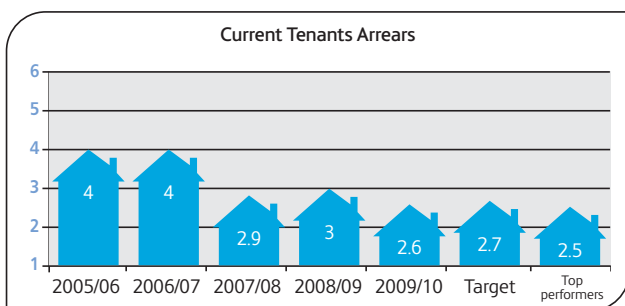
## Homelessness

Between April 2009 and March 2010 Erimus Housing was able to prevent 368 people from the risk of being made homeless. Only eight actual cases of homelessness were accepted for rehousing, highlighting the excellent work being carried out around homeless prevention.



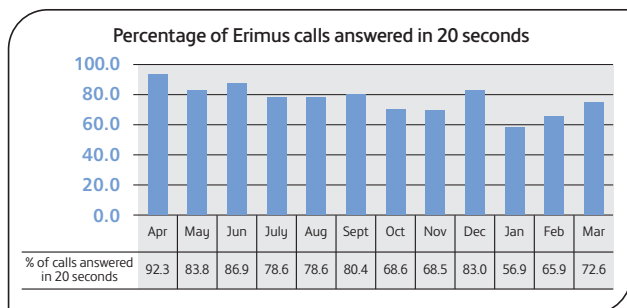
## Rent Arrears

The chart below shows the amount of arrears owing after taking into account the pending payment of housing benefit. Actual arrears reduced from £1,048,196 at the end 2008/9 to £969,122 at the end of 2009/10. In the current financial climate, rent arrears continue to be a concern for many of Erimus' tenants and our emphasis is on helping people stay in their homes. The Tandem financial inclusion team continues to work with residents to give advice on benefit entitlement and debt management.



## Customer Contact Centre

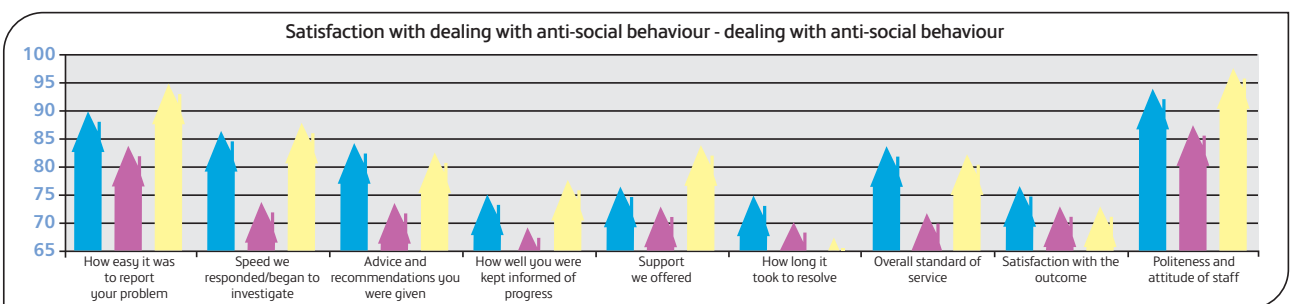
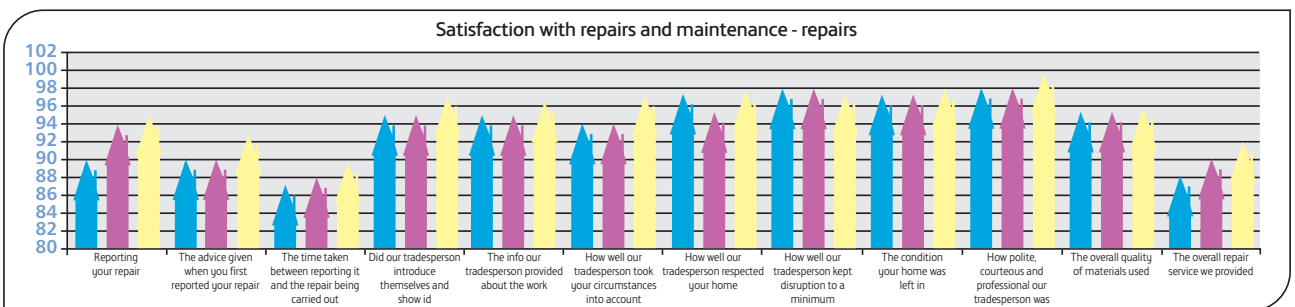
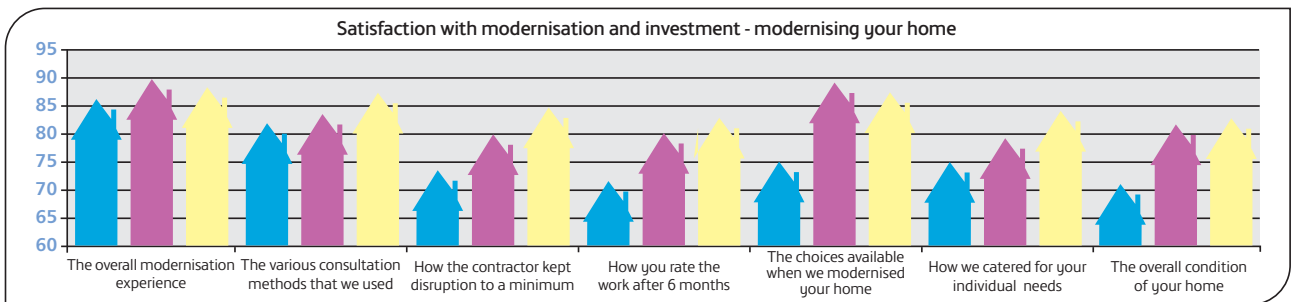
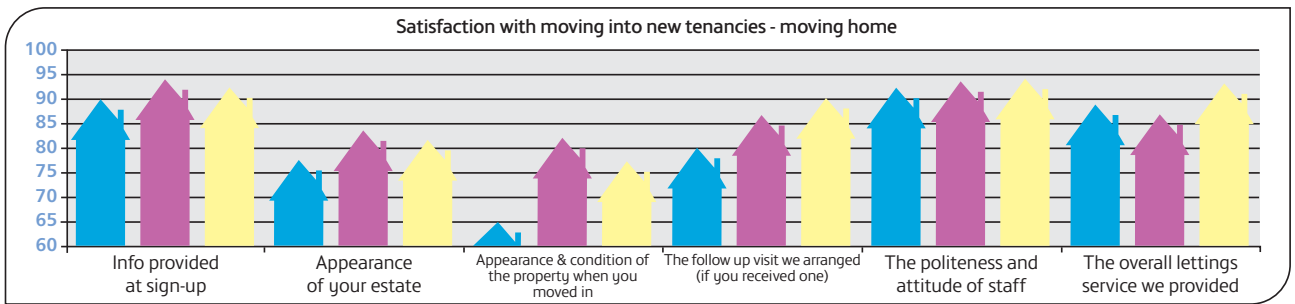
The tenant satisfaction survey undertaken in 2009 shows that around 70% of all contact with Erimus is by telephone and between April and March 2010 the contact centre received 88,698 calls, of which 67,539 (76%) were answered within 20 seconds. The graph below shows monthly performance for the 20 second response time throughout 2009/10.



# Satisfaction with our service

We know that how well we perform compared with our own targets and other similar organisations is important, but the measure of how successful we are is whether you are satisfied with our services. We undertake a number of satisfaction surveys throughout the year and the charts below show how satisfied you were in 2009/10 compared to 2008/09 and satisfaction levels in 2007/08. It is particularly important as we use this information to help us deliver services in the future.

■ 2007/2008 ■ 2008/2009 ■ 2009/2010



# Service standards

Following a joint consultation event with Tees Valley Housing residents, a new suite of service standards was introduced in April 2009. The following tables show how we have performed in 2009/10 against the standards agreed.

Service Standard	Year end	Target
<b>Customer Services</b>		
When you telephone our contact centre, we aim to have a member of our team answering your call within 20 seconds.	76.1%	80%
We aim to deal with 75% of all calls at the first point of contact, with no need to refer customers to other teams to complete the enquiry.	77.0%	75%
We aim to respond to all written correspondence, including emails, within seven working days.	100%	100%
We aim to provide you with a name and telephone number of who to contact in all correspondence we send to you.	100%	100%
We aim to acknowledge all correspondence as soon as it is received.	100%	100%
All customers who visit our offices will be seen by our reception staff within five minutes.	100%	100%
We aim to respond to customer complaints within the timescales set out within our policy document.	43%	Establish baseline
<b>Tenancy Support and Adaptations</b>		
We aim to visit all residents within sheltered housing schemes and extra care schemes on a weekly basis.	100%	100%
We aim to install all minor adaptations such as grab rails and handles within four weeks of receiving the referral.	100%	100%
For major work; subject to budget and initial assessment we aim to assess and install adaptations within the following timescales:		
Priority 1 (urgent cases) – four weeks.	100%	4 weeks
Priority 2 (increased risk) – eight weeks.	95%	8 weeks
Priority 3 (low risk) – 12 weeks.	100%	12 weeks
<b>Resident Involvement</b>		
Make it easy for residents to get involved with us at a level that suits you.	✓	100%
Promote the ways that you can become involved with us.	✓	100%
Clearly explain what we have done as a result of your involvement.	✓	100%
Fully support the formation of tenants'/residents' groups and provide necessary resources.	✓	100%
Provide and promote regular training opportunities for residents on subjects that interest them.	✓	100%
Work towards a year on year increase in the involvement of under-represented groups, including residents under 25 and BME communities.	✓	100%
Ensure that all services are committed to involving residents and use your feedback to improve services.	✓	100%

Service Standard	Year end	Target
<b>Paying your Rent</b>		
We aim to send you a rent account statement every three months.	100%	100%
We aim to provide you with a minimum of 28 days notice before increasing your rent.	100%	100%
We aim to contact you within two weeks of you falling into arrears to let you know you have failed to pay your rent on time.	100%	100%
If you are entitled to rent free weeks, we aim to notify you in advance of when they are.	100%	100%
<b>Maintaining your home</b>		
We aim to respond to your repair request within the following timescales:		
Emergency repairs – within two hours.	98.8%	99%
Urgent repairs – within three to seven days.	97.2%	99%
Routine repairs – within 15 working days.	91.2%	98%
We aim to offer you an appointment for your repair at the time you report it.	99.0%	100%
We aim to quality check 10% of all repairs carried out to our homes.	10%	10%
<b>Major Works</b>		
Use a surveyor to establish what needs to be renewed when planning major improvement work to your home.	100%	100%
Consult with you before work begins and give you choices on the products, where appropriate.	100%	100%
Visit you to explain in detail what work will be undertaken in your home before it starts.	100%	100%
Keep you informed of the progress of your improvement work.	100%	100%
Inspect completed work, rectify any issues and ensure you are satisfied.	100%	100%
Try to complete all major work whilst you remain in your property.	100%	100%
Offer you an allowance toward the cost of redecoration once work is complete.	100%	100%

Service Standard	Year end	Target
<b>Moving Home</b>		
Our staff and contractors will:		
Provide advice and information on how to register for a home and how to be considered for empty properties.	100%	100%
Clearly explain how we choose new tenants and how we will assess your priority to be offered a home.	100%	100%
Accompany you on viewing properties that you have been offered.	100%	100%
Arrange for security screens to be removed, test utilities and provide you with a welcome pack when you sign your tenancy agreement.	100%	100%
Visit you within one month of moving in to your new home to check you are satisfied.	89%	100%
Provide a clean home that meets the lettable standard that we set.	✓	100%
Provide advice on what information you need to provide to support your housing application.	100%	100%
<b>Housing Management</b>		
If you report a breach of tenancy to us, such as inconsiderate parking, we aim to investigate it within three working days.	100%	100%
Where we believe a property to be abandoned, we aim to take action to regain possession within one working day.	100%	100%
Respond to your request to make alterations to your home within ten working days and make a decision on your request within 20 working days.	100%	100%
Where a serious case of tenancy breach, such as drug dealing from the property is reported, we aim to investigate within two working days.	100%	100%
<b>Homelessness</b>		
Our staff and contractors will:		
See you without an appointment in an emergency, however we can offer you an appointment to discuss your situation within five working days.	100%	100%
Visit you at home within three working days of your request.	99%	99%
Send you a written summary of the advice we gave within five working days of your visit.	100%	100%
Refer you to another agency or housing association (where applicable) within five working days of your case beginning.	100%	100%
Give you a decision on your homelessness application within 33 working days and notify you in writing of the outcome.	100%	100%
Only evict tenants as a last resort when tenancy conditions have not been met.	✓	✓
Provide you with advice and assistance on how to prevent you becoming homeless.	100%	100%

Service Standard	Year end	Target
<b>Estate Management</b>		
We aim to visit your home once a year and discuss any matters that concern you.	100%	100%
We aim to visit your estate at least once every eight weeks to check for any defects such as vandalism, rubbish or overgrown gardens.	100%	100%
We aim to advise you of any estate visits at least ten working days in advance to give you the opportunity to participate.	100%	100%
We aim to remove all fly tipping on Erimus land within 24 hours of it being reported to us.	100%	100%
We aim to remove any graffiti within 24 hours.	100%	100%
<b>Dealing with Anti-Social Behaviour</b>		
We aim to investigate any reported offensive incidents or harassment within one working day.	100%	100%
We aim to investigate anti-social behaviour such as noise or gang nuisance within three working days.	100%	100%
Where racist or offensive graffiti is reported to us, we aim to remove this on the same day.	100%	100%
We aim to take control of all reported anti-social behaviour issues and report back to you when the issue has been resolved and the case closed.	100%	100%
<b>Equality and Diversity</b>		
Our staff and contractors will:		
Respect your religious and cultural beliefs.	✓	100%
Treat you fairly, regardless of age, race, sex, disability or sexual orientation, and tailor the service to your needs.	✓	100%
Signpost services in community languages.	100%	100%
Offer easy access to services and offices for disabled and frail visitors.	✓	100%
Provide an interpretation/translation/sign language service if you need it.	✓	100%
Use plain English in our communication and translate it into your chosen format, e.g. Braille or audio tape if you need us to.	✓	100%

### Further information

If you would like further information or require this document in a different format, please contact the Business Improvement Team on 01642 773622.