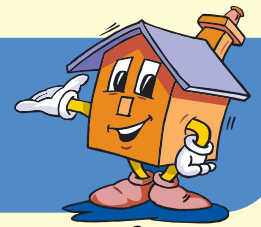


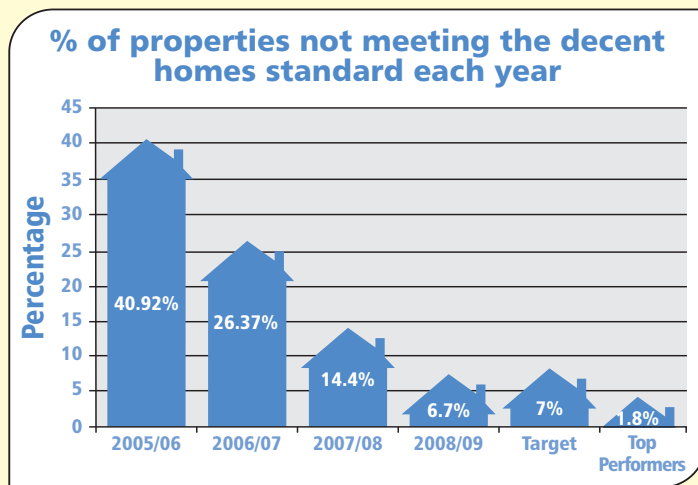
How are we doing?



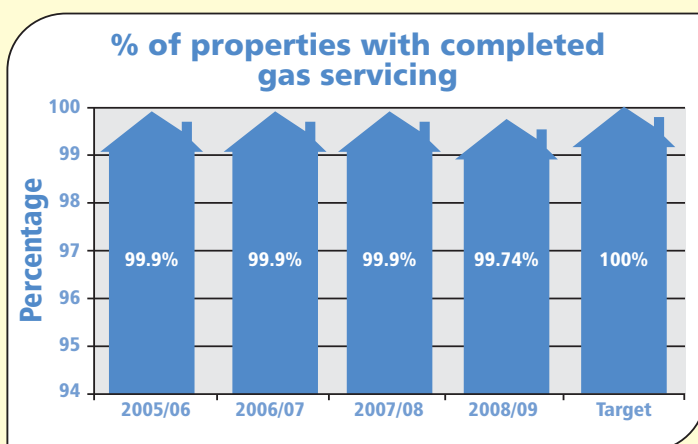
We want to ensure we keep you updated with how we are performing. Our performance for the period 1st April 2008 to 31st March 2009 is set out below. The charts show whether or not we have met our targets for last year and, where the information is available, how we compare with the top performers among other similar organisations.

Your Homes

Erimus is now in its final year of investment works. Erimus has chosen to carry out modernisation works over and above the minimum standards required and at 31st March 2009, only 6.7% of homes did not meet this standard. This means we are well on our way to delivering our commitment that all of our homes will be decent by 2010.

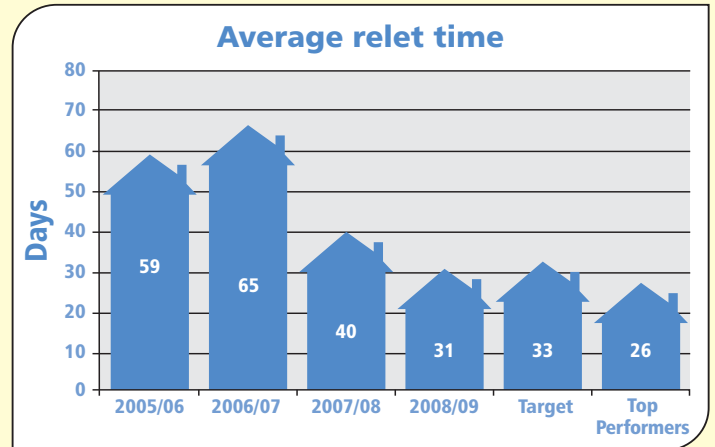


Erimus has a legal duty to carry out an annual check of your gas appliances to make sure you are safe in your homes. At the end of March, we had been unable to gain access to 21 properties. We will continue to try to gain access to these properties.

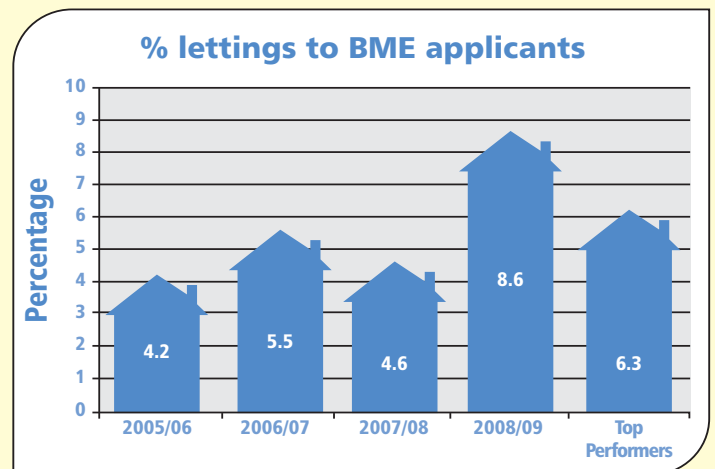


Lettings

The average time taken to relet an Erimus property has improved significantly during this year reducing from 40 days to 31 days at the end of March. We aimed to let 6.3% of our properties to residents from the Black and Minority Ethnic (BME) community in 2008/09. We exceeded our target with 8.6% of

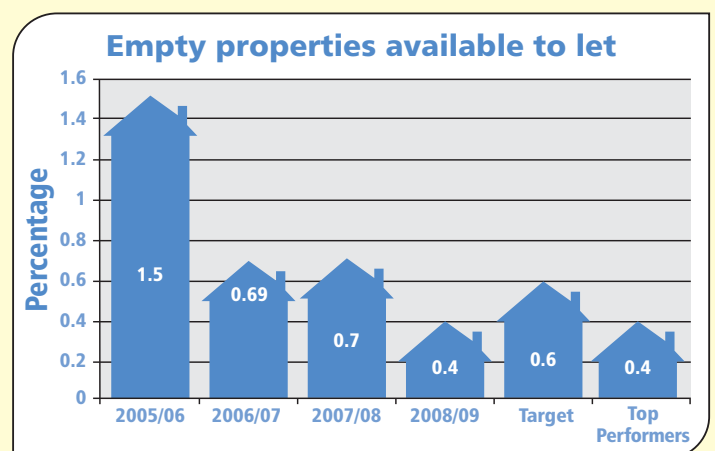


our properties let to members of the BME groups. This reassures us that our policies are fair and accessible to all.



Empty Properties

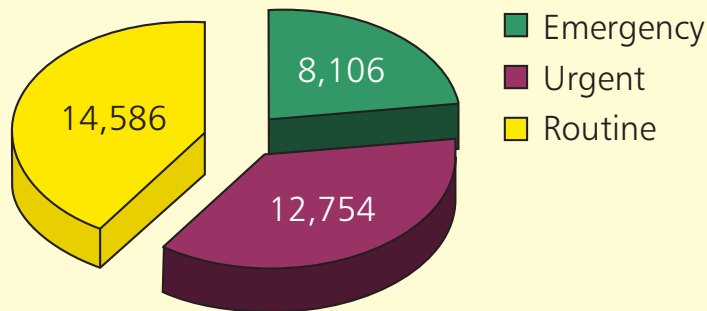
The number of empty properties that were available to let at 31st March 2009 exceeded the target. This result puts us amongst the top performing housing associations in the country.



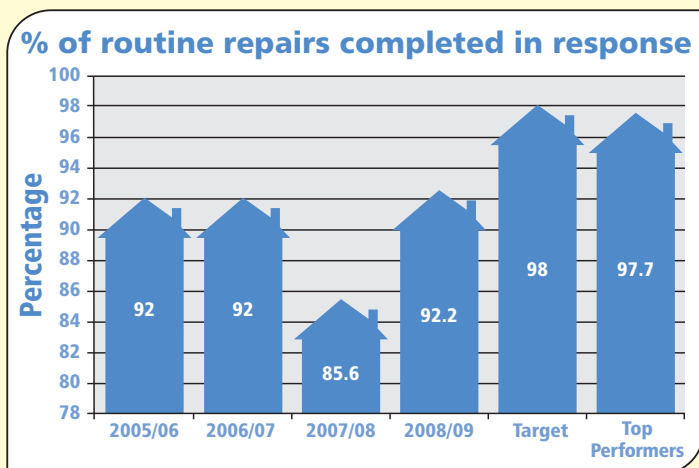
Repairs

Between 1st April 2008 and the end of 31st March 2009 we completed 53,038 responsive repairs as shown by the priority of the repair in the pie chart below:

Repairs by priority

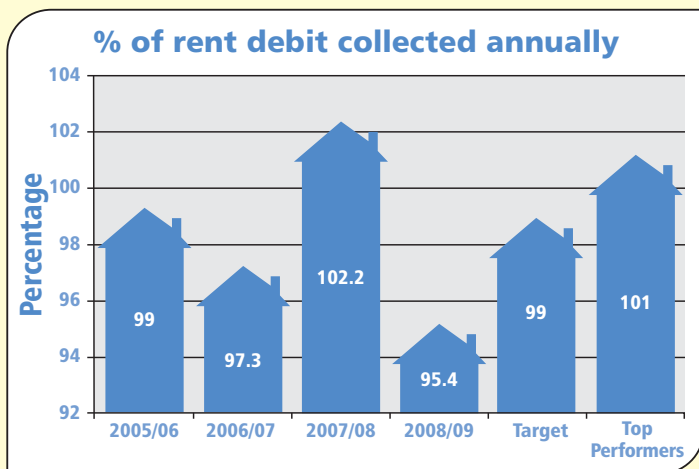


Whilst the number of repairs completed within target time has improved since last year it has not yet achieved the target set. When we compare ourselves against similar organisations, we can see we are a long way behind the top performers. A number of initiatives have been introduced and as a result performance is improving.



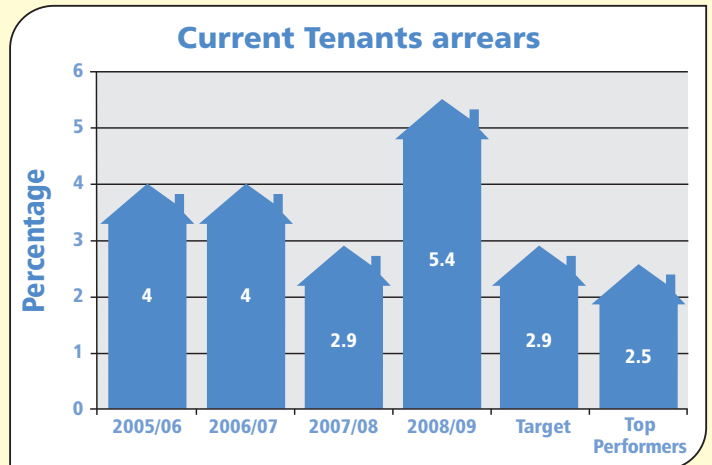
Rent

The percentage of rent collected did not meet the target we set for last year. This is in part due to the fact that housing benefit is paid every four weeks and not paid until mid April.



Rent Arrears

The performance shows the amount of arrears before housing benefit due to tenants is taken into account. Rent arrears continue to be a problem for many of Erimus tenants. Our emphasis is on helping people stay in their homes and the Tandem financial inclusion team continues to work with residents to give advice on benefit entitlement and debt management.



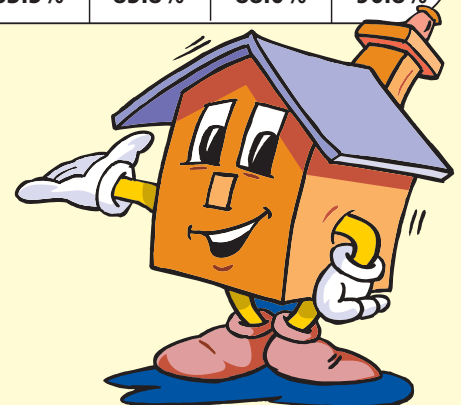
Homelessness

Between April and March 2009, 342 people contacted Erimus Housing stating that they were at risk of being made homeless. Of these only 30 did become homeless and once again this highlights the excellent work being carried out around homeless prevention.

Contact Centre

Most of you prefer to contact us by telephone. Between April and December we received 97,092 calls, of which 84,793 (87%) were answered within 60 seconds. The table below gives a breakdown of the time taken to answer your calls over the three month period January 2009 to March 2009.

Month	Total Calls Answered	% Answered in 20 seconds	% Answered in 30 seconds	% Answered in 40 seconds	% Answered in 60 seconds
Jan	7,449	79.8%	82.8%	85.0%	88.4%
Feb	8,040	80.8%	83.9%	86.2%	89.7%
March	8,225	83.5%	85.8%	88.0%	90.8%

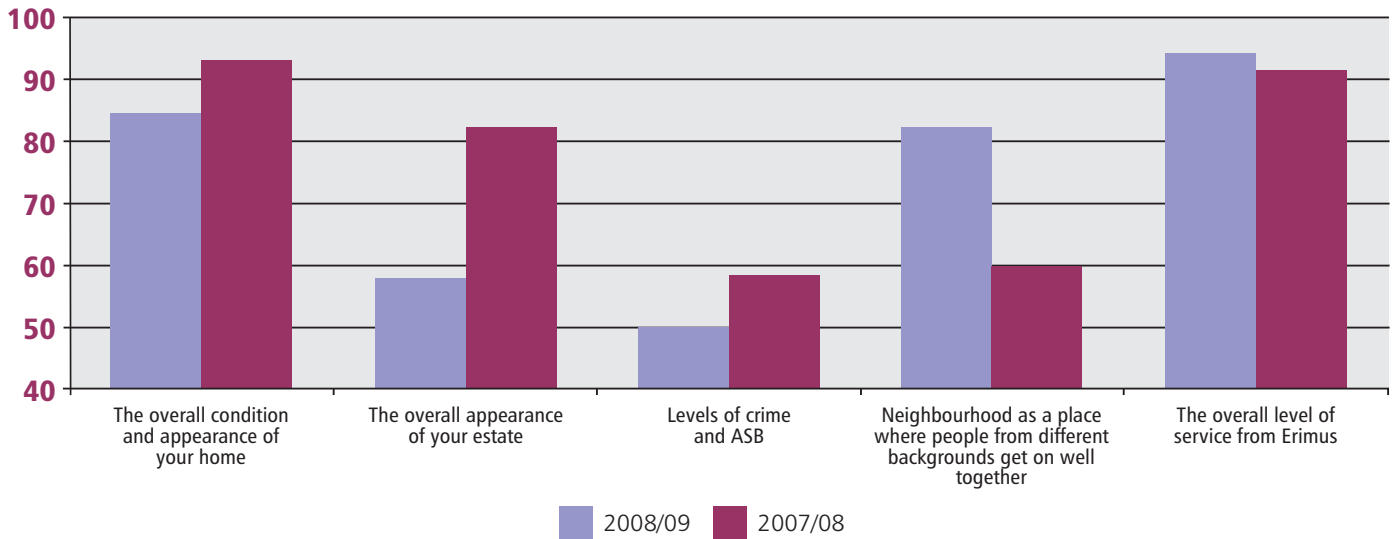


Satisfaction with our service

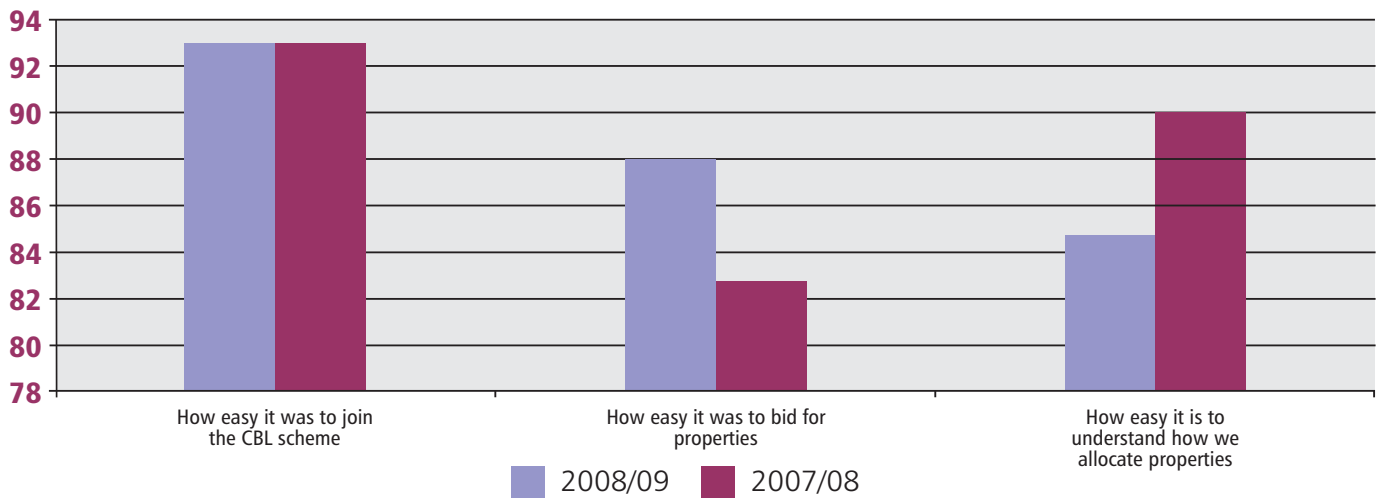
We know that how well we perform compared with our own targets and other similar organisations is important but whether you are satisfied with our services is just as important. The charts below show

how satisfied you were with our service standards in 2008/09 and how that compares to satisfaction levels in 2007/08. We shall use this information to help us change how we deliver services in the future

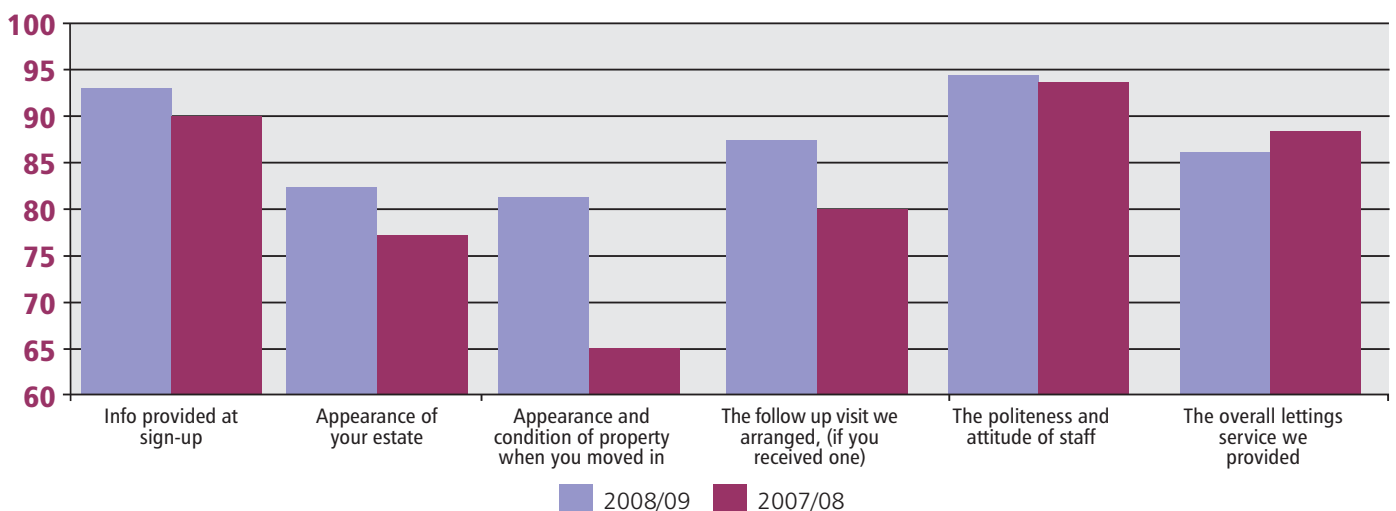
Leaving your home



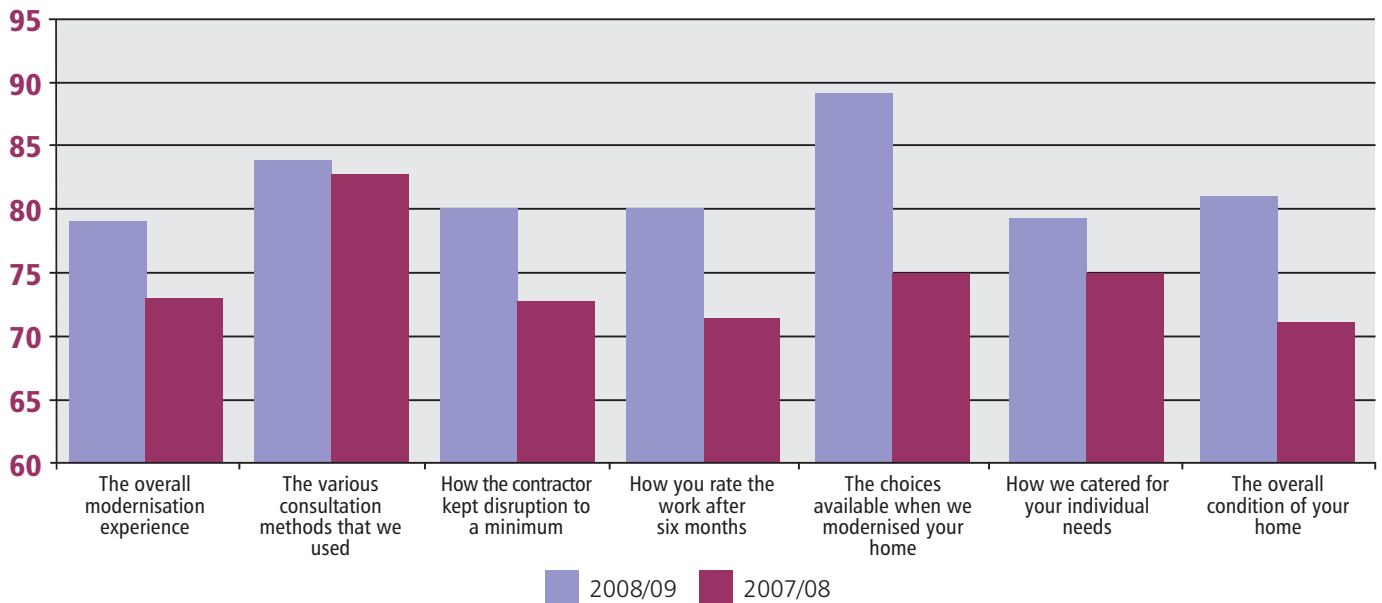
Choice based lettings scheme



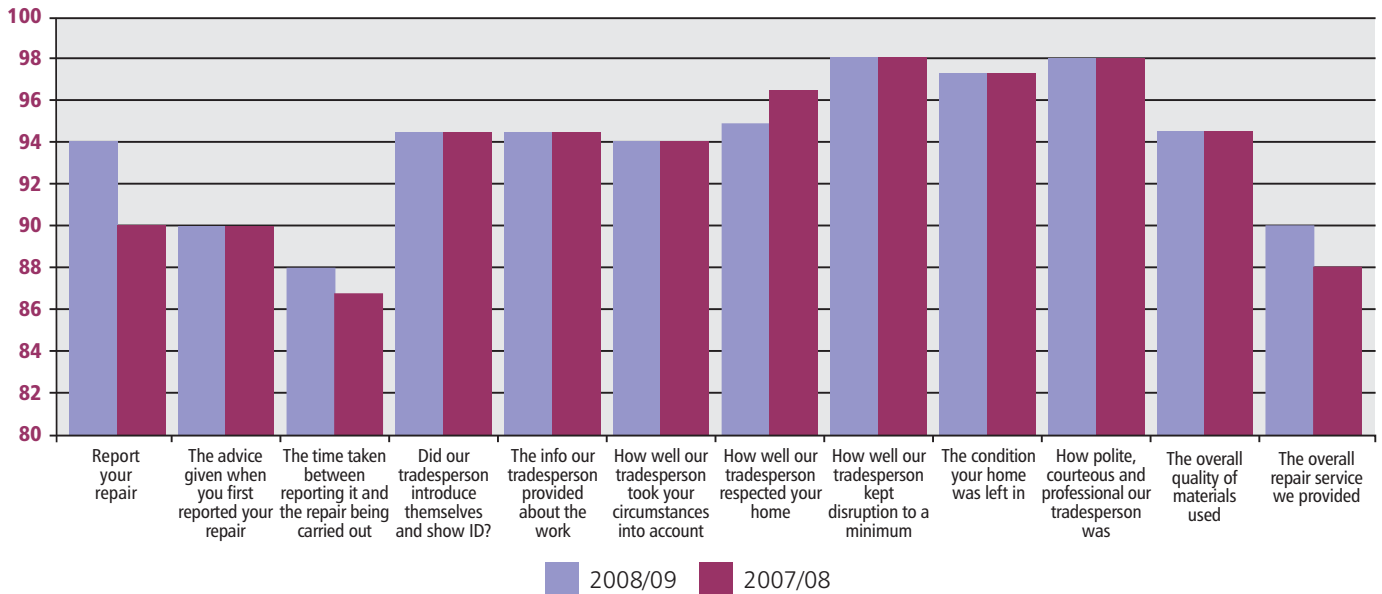
Moving home



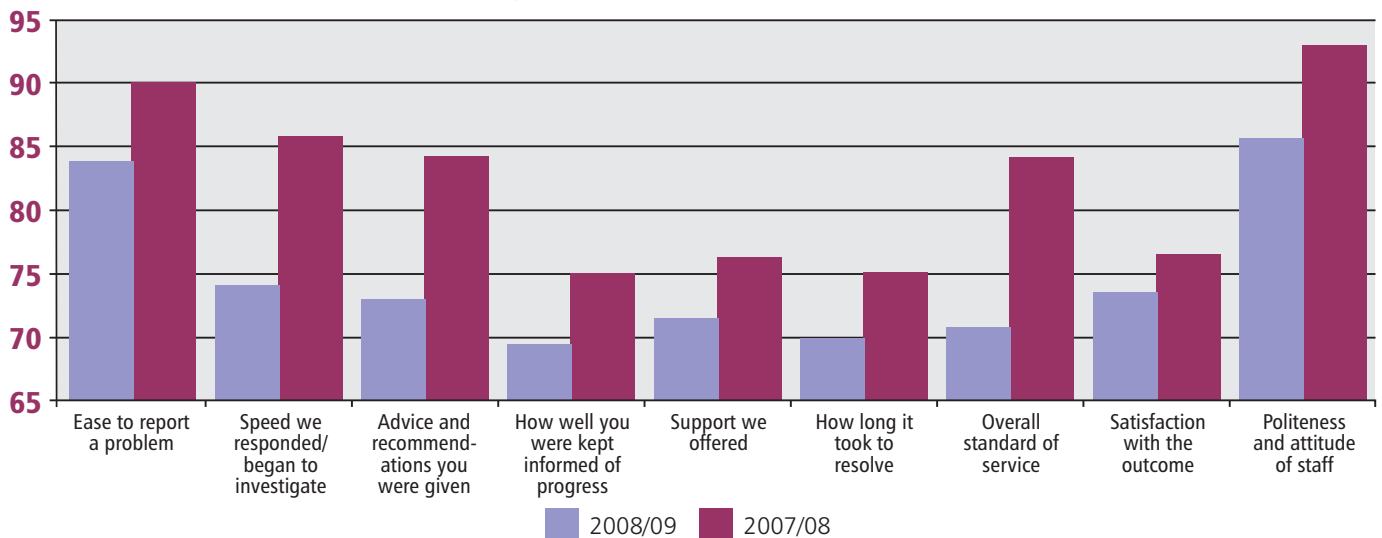
Modernising your home



Repairs



Dealing with anti-social behaviour



Service Standards

At our joint consultation event with Tees Valley residents, held in October, we agreed a new suite of

service standards which came into effect on 1st April 2009.

Description	Target	Performance 2008/09 (where this is available)
Customer Services		
When you telephone us you will get to speak to someone within 20 seconds	80%	
When you do get through to us we aim to deal with your enquiry at the first point of contact with no need to refer you on to other teams	75%	Not available
We aim to respond to all written correspondence, including emails within seven days	100%	Not available
We aim to respond to all complaints within the timescales in our policy	100%	73%
Maintaining Your Home		
Respond to: Emergency repairs within two hours	99%	98.2%
Urgent repairs within three to seven days	99%	93.4%
Routine repairs within 15 working days	98%	92.2%
Paying Your Rent		
We aim to contact you within two weeks if you fail to pay your rent on time	100%	100%
Estate Management		
We aim to visit you once a year and discuss any matters that concern you	100%	Not available
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%	Not available
We aim to advise you of any estate visits at least ten working days in advance and give you the opportunity to participate	100%	100%
We aim to remove any 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 of it being reported to us	100%	100%
Tenancy Support and Adaptations		
We aim to visit all residents in sheltered housing 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%	95%
For major works, subject to budget we will assess and aim to install adaptations within the following timescales:		
Priority one (urgent cases) - four weeks	100%	100%
Priority two (increased risk) - eight weeks	100%	88.6%
Priority three (low risk) - 12 weeks	100%	86.7%
Housing Management		
If you report a breach of tenancy to us we aim to investigate it within three working days	100%	Not available
We aim to investigate gang nuisance within three working days	100%	73%
We will aim to remove any racist or offensive graffiti on the same day it is reported to us	100%	100%
We aim to take control of all reported anti-social behaviour issues and report back to you when these have been resolved and the case closed.	100%	100%