

Performance July to September 2009

CUSTOMER CULTURE

What did we measure?	What target did we set?	What did we achieve?	
Customer satisfaction with Investment Programme	99.5%	95.3%	
0800 calls answered in 10 seconds	75%	72.3%	
Non 0800 calls answered in 10 seconds	75%	65.8%	
Appointments made and kept	96%	94.3%	
Satisfaction with repairs	97%	96.3%	
Customer Profile information	97%	91.6%	
Routine Repairs completed in timescale	99%	91.3%	
Satisfaction with gas servicing	97%	100%	
Satisfaction customers with their new home	99%	100%	
Customer turnover	2.0%	2.13%	
Effectiveness of Customer First programme	85%	86%	

INCLUSIVE AND OPEN

What did we measure?	What target did we set?	What did we achieve?	
Pledges incomplete	0	0	
Aids and Adaptations	90%	85%	
Complaints Upheld	No Target	57.65%	
Complaints responded to in timescale	90%	76.6%	
Estate walkabout actions completed	95%	100%	
Average number of customers on walkabouts	3	3.4	
Tenancy visits completed	500	185	

RIGHT THING, RIGHT PLACE

What did we measure?	What target did we set?	What did we achieve?	
Number of out of Date Gas Safety Certificate	0	0	
Homes failing to meet Decent Homes Standard	9%	3%	
% of Customer exit surveys completed	90%	92%	
Satisfaction with closed Anti Social Behaviour cases	80%	84%	
Delivery of Investment programme within budget	+/- 1%	+5.40%	
HHT support for community based activities	6	7	
Satisfaction with Ground Maintenance Service	85%	75.1%	

MAKING THE BEST USE

What did we measure?	What target did we set?	What did we achieve?	
Systems down during working hours	0.50%	0.22%	
Number of works completed against what was planned	99%	102%	
Average number of days to re-let time of properties	33	27	
Productivity Measure	6%	10.4%	
Empty property rent loss	0.96%	0.82%	
Rent collected	98%	98.05%	
Rent owed from current customers	4%	3.33%	
Budgeting Score	70%	70%	
Net operating cash flow	£24.4M	£24M	
Cost to repair empty properties	£1,700	£1,323	
Rent owed from former customers	1.75%	2.39%	
Efficiency savings	£100K	£235K	
Assets owned to loans	105%	133%	
Repairs completed on first visit	75%	79.8%	
Staff Sickness	3.00%	3.90%	
Time taken to recruit	12 weeks	9.1 weeks	
Employee turnover	2.5%	3.3%	
Company recycling	35%	90%	
Accident Rate	0	0.316	



Getting Better



Getting Worse



Staying the Same

If you require any more information or an explanation of the results, please let us know!!

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