



The Gateshead Housing Company
April - December 2014/15 Performance

Communal Areas and Multi Storey Blocks



Not on Target



Not on
Target but
Improved












Target Met/ Exceeded

Communal Areas and Multi Storey Blocks - Service Standards

Our Service Standards are:

- 1) We will ensure communal areas are cleaned to the published standard
- 2) We will undertake inspections of each multi-storey block cleaned by caretakers and to ensure they meet publish standards
- 3) Caretakers will attend accompanied viewings to provide information about the caretaker services and answer questions about the block
- 4) We will visit all new tenants within an agreed timescale to provide practical information about their new home

	Communal Areas and Multi Storey Blocks	Performance 2013/14	Target 2014/15	Performance April - Dec 2014/15	Result Against Target	Trend
	Satisfaction with the caretaking service	94%	94%	96.00%		
	Satisfaction with the concierge service	86%	82%	87.30%		
	The % of inspections carried out in multi storey blocks cleaned by caretakers that meet the published service standard	99.45%	99%	96.95%		
	% of accompanied viewings in multi blocks attended by the caretaker	98.45%	98.70%	98.40%		
	% of new tenants in multi blocks receiving a personal visit by the caretaker within 21 days of their tenancy starting	90.04%	87.50%	88.24%		

Overall comments on the service standards and how we are performing against these standards

Current Performance

Performance indicators measuring the satisfaction with the Caretaker and Concierge service have both exceeded the target set. However, the number of cleaning inspections carried out and accompanied viewings have both fallen below target although performance has increased compared to quarter 2. 88.24% of tenants have received a personal visit from the caretaker with 21 days of their tenancy beginning.

Supplementary Information