

















## The Gateshead Housing Company April - June 2015/16 Performance

### Cyclical



Not on Target



Not on  
Target but  
Improved



Target Met/Exceeded

### Gas Servicing- Service Standards

Our Service Standards are:

- 1) We will carry out an annual gas or solid fuel service and will contact you four weeks before this date
- 2) We will take care to protect your furnishings while carrying out the service
- 3) We will give you a copy of the annual service certificate
- 4) We will show you how to use your appliances in a safe and efficient way

|  | Cyclical Maintenance / Gas Servicing                                  | Performance 2014/15 | Target 2015/16 | Performance April - June 2015/16 | Result Against Target   | Trend |
|---|---|---------------------|----------------|----------------------------------|---|-------|
|   | Overall satisfaction with the annual gas service                      | 98.54%              | 98.50%         | 99.50%                           |  |       |
|   | We will inspect 5% of completed services to check the quality of work | 5.00%               | 5.00%          | 5.48%                            |  |       |

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

##### Current Performance

Satisfaction surveys are conducted by Mears and measure their performance for gas service delivery and performance has met target. TGHC has achieved its aim to complete 5% quality check on all gas services that have taken place this quarter.

##### Supplementary Information

1,559 survey responses received. 250 quality inspections carried out.



## The Gateshead Housing Company April - June 2015/16 Performance

### Investment



Not on Target



Not on Target but Improved



Target Met/ Exceeded

### Home Improvements - Service Standards

Our Service Standards are:

- 1) We will treat you and your home with respect and courtesy at all times
- 2) We will work with our partners to minimise the disruption to your home and keep you informed of progress during the work
- 3) We will provide you with information about the works and how it will effect you
- 4) You will receive at least two weeks notice before work starts on your home
- 5) We will ensure we clear up following the work
- 6) Any minor items of work will be completed within one week of the work being completed on your home

### Making Improvements to Your Home - Service Standards

- 8) We will acknowledge requests to carry out improvements within one week
- 9) We will advise you within two weeks if you require any Building Regulation Approval or Planning Permissions

|  | Home Improvements  | Performance 2014/15 | Target 2015/16 | Performance April - June 2015/16 | Result Against Target | Trend |
|--|--|---------------------|----------------|----------------------------------|-----------------------|-------|
|  | Satisfaction with the assistance and information given to tenants before the improvement           | 95.78%              | 97.00%         | 97.37%                           |                       |       |
|  | Making Improvements  | Performance 2014/15 | Target 2015/16 | Performance April - June 2015/16 | Result Against Target | Trend |
|  | We will advise you within two weeks if you require any building regulation or planning permissions | 100.00%             | 95%            | 100.00%                          |                       |       |
|  | We will monitor the length of time taken to acknowledge improvement requests (one working week)    | 95.72%              | 97%            | 97.68%                           |                       |       |

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

##### Current Performance

Satisfaction with assistance and information given to tenants before improvement works has increased by 1.59% since the end of quarter 4 and is 0.37% above target. In quarter 1 one alteration required building or planning permission and received a response within the two weeks service standard response time. 173 applications were received requesting permission to carry out a home improvement and 169 were acknowledged on time in quarter 1.

##### Supplementary Information

The result for assistance and information given to tenants before improvement works was based on a return of 38 surveys. 37 tenants were satisfied with this service. One tenant was 'neither satisfied/nor dissatisfied' when responding to the question 'How satisfied were you with the assistance and information given'. The customer was unable to provide a definite answer as they felt they weren't given enough notice of when their kitchen replacement would take place. Further investigation took place and it has been confirmed that the tenant was given 2 weeks notice and given the information needed to prepare for improvement works. The remainder of the survey completed by the tenant indicated they were satisfied with the overall service provided. As a specific response to the survey question was not obtained the performance result reduced. Regular meetings continue to be held with Construction Services to discuss results and areas where services can be improved.



## The Gateshead Housing Company April - June 2015/16 Performance

### Lettings and Voids



Not on Target



Not on Target but Improved



Target Met/ Exceeded

### Lettings & Voids - Service Standards

Our Service Standards are:

- 1) We will register new applications and update changes of circumstances within one week of receiving all the required information
- 2) We will provide you with advice and information on rehousing prospects, and typical waiting times for different types of property
- 3) We will assist any customer who would like help in making bids
- 4) We will contact successful bidders within three working days of bids closing
- 5) When you view a property, you will be accompanied by a Housing Officer who will offer advice and information about the property
- 6) The property will be prepared to our published lettable standard ready for the start of your tenancy
- 7) We will provide advice on managing your tenancy
- 8) We will contact you in the first week to check there are no issues about paying rent, and to offer any additional help or support
- 9) We will arrange for the furniture to be delivered and assembled on an agreed date if you have chosen a furniture package
- 10) We will arrange to visit you within six weeks to see how you are settling in

|  | Lettings and Voids   | Performance 2014/15 | Target 2015/16 | Performance April - June 2015/16 | Result Against Target | Trend |
|--|--|---------------------|----------------|----------------------------------|-----------------------|-------|
|  | We will register and update your application within one working week                       | 48.65%              | 95.50%         | 88.30%                           |                       |       |
|  | Overall customer satisfaction with the advice and information on applying for a new home   | 98.54%              | 95%            | To be reported in quarter 2      |                       |       |
|  | Overall customer satisfaction with bidding for properties                                  | 99.70%              | 98%            | To be reported in quarter 2      |                       |       |
|  | We will notify successful bidders within three working days                                | 66.63%              | 94.50%         | 93.57%                           |                       |       |
|  | % of customers who said that the property viewing was useful                               | 99.05%              | 99%            | 99.11%                           |                       |       |
|  | Satisfaction with the condition of the property offered in line with the lettable standard | 96.08%              | 95%            | 91.84%                           |                       |       |
|  | Satisfaction with the advice and support offered to new tenants                            | 99.10%              | 99%            | 99.06%                           |                       |       |
|  | % HomeWelcome visits carried out within six weeks  | 88.80%              | 90%            | 84.50%                           |                       |       |
|  | Satisfaction with furniture packages   | 97.71%              | 98.50%         | To be reported in quarter 2      |                       |       |

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

### Current Performance

Performance on registration and updating of application was below target at 88.30% (see below for further comments). Our performance in relation to notifying successful bidders within three working days also fell short of target by 0.93%. This is due to the volume of void properties, completion of eligibility plus pre-tenancy checks that are carried out on registration and before the property is offered to capture change in circumstances, customer contact and refusals. Overall a challenging target to achieve and the service will work towards progression. Customers continued to feel that the property viewing was useful as the target of 99% was exceeded. Satisfaction with property condition was below target at 91.83%. The Void Team respond proactively to dissatisfaction and address issues raised, learning from customer feedback will be used to improve performance in the next quarter. Satisfaction with advice and support for new tenants remained high at 99.06% however the percentage of HomeWelcome visits carried out within six weeks fell below target at 84.50%. Refresher training to conduct six week visits has been conducted and the importance of maximising customer contact and inputting data correctly onto Northgate re-enforced. There is also a requirement for the customer to engage to ensure HomeWelcome targets are met.

### Supplementary Information

Performance targets for registration and updating applications exceeded target in April and May however performance in June meant we did not achieve target; this was due to a reduction in employees available to deliver the service. We will continue to work towards improving the service provided to customers. Three indicators will be reported in quarter 2 and performance results are collected via telephone surveys throughout the year. Due to the availability and willingness of customers to participate and the capacity of the service to conduct the surveys performance results are reported on a 6 monthly basis.



## The Gateshead Housing Company

April - June 2015/16 Performance

### Rent Payments and Advice



Not on Target



Not on Target but Improved



Target Met/ Exceeded

### Rent Payments and Advice - Service Standards

Our Service Standards are:

- 1) We will offer a range of ways to pay your rent & service charges
- 2) We will produce clearly written rent letters, including an easy to understand statement which we will send every 13 weeks
- 3) We will give at least 28 days notice of changes to rent or service charges
- 4) We will offer help to customers who are experiencing financial difficulty, including help from specialist debt and welfare benefit advice services
- 5) We will contact you within two weeks of your tenancy ending to inform you of the outstanding balance (and refund you if it is a credit balance)

|  | Rent Payments and Advice   | Performance 2014/15 | Target 2015/16 | Performance April - June 2015/16 | Result Against Target | Trend |
|---|--|---------------------|----------------|----------------------------------|-----------------------|-------|
|   | Satisfaction with information on how much rent to pay  | 96.20%              | 92%            | To be reported quarter 4         |                       |       |
|   | Are our rent letters and statements easy to understand?  | 94.80%              | 95%            | To be reported quarter 4         |                       |       |
|   | Satisfaction with the advice we give on rent or on debt  | 95.90%              | 90%            | To be reported quarter 4         |                       |       |
|   | Satisfaction with rent payment methods   | 96.60%              | 96%            | To be reported quarter 4         |                       |       |
|   | We will contact former tenants within two weeks to inform them of outstanding arrears or credit balances | 97.88%              | 97%            | To be reported quarter 4         |                       |       |

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

##### Current Performance

The Rent Payments and Information Satisfaction Survey is distributed in quarter 3 to 5,000 randomly selected customers. Performance results will be collated and reported in quarter 4. In the current Key Performance and Service Standard Indicator Review it is proposed to delete four (see below for further information) of the five indicators, retain 'Satisfaction with the advice we give on rent or on debt' and introduce 'Customers contacted within one week to offer money and debt advice when notified of a tenant being in receipt of Universal Credit'.

##### Supplementary Information

Satisfaction with information on how much rent to pay - Landlords are required, by law, to notify customers at least 28 days prior to changes in their rent or service charges.

Are our rent letters and statements easy to understand? - As part of the Tenancy and Allocation SIG Service Plan, the group will focus on reviewing letters and statements to ensure a conversation takes place between officers and customers which will result in correspondence that meets the needs of our customers.

Satisfaction with rent payment methods - TGHC offer all payment methods that are currently available to offer and the company are unable to expand upon those options at present.

We will contact former tenants within two weeks to inform them of outstanding arrears or credit balances - The process to contact former tenants is automated via the Northgate housing system to a 28 day cycle.



## The Gateshead Housing Company April - June 2015/16 Performance

### Customer Services



Not on Target



Not on Target but Improved



Target Met/ Exceeded

### Customer Services - Service Standards

Our Service Standards are:

- 1) We will answer your call to HomeRepairs and HomeChoice within 60 seconds
- 2) We will answer all other calls within 20 seconds.
- 3) We will ask customers if they were satisfied that they were able to talk to the right person when they contacted us
- 4) We will ask customers if they were satisfied we were able to deal with their enquiry
- 4) We will deal with your enquiry at the first point of contact
- 5) We will deal with your complaint within 10 working days of us receiving it, or advise you straightaway if the investigation may take longer
- 6) We will give you regular feedback whilst we are investigating your complaint
- 7) We will review your complaint if you're not satisfied with the outcome within 20 working days of us receiving your request

|  | Customer Services  | Performance 2014/15 | Target 2015/16 | Performance April - June 2015/16 | Result Against Target   | Trend |
|---|--|---------------------|----------------|----------------------------------|---|-------|
|   | The % of complaints dealt with within 10 working days                                  | 81.30%              | 87%            | 85.71%                           |  |       |
|   | % of customers satisfied with communication throughout the handling of their complaint | 64.90%              | Baseline       | 78.26%                           |   |       |
|   | % of customers that were satisfied that they were able to talk to the right person     | 93.58%              | 90%            | To be reported in quarter 4      |   |       |
|   | % of customers that were satisfied we were able to deal with their enquiry             | 90.17%              | 88%            | To be reported in quarter 4      |   |       |

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

##### Current Performance

Analysis of survey results indicate there is no identified themes/trends why the percentage of complaints dealt with within 10 working days has increased since 2014/15 year end. Monitoring of this indicator will continue to ensure that future targets are met. The percentage of customers satisfied with communication throughout their complaints is high and suggests that Investigating Officers are keeping in touch with their customers more regularly throughout the investigation of a complaint.

##### Supplementary Information

Further reminders will be sent to Investigating Officers as a complaint nears the 10 day target to remind them that either a final response is due or, that a holding letter should be sent if more time is needed. The 10 day target date will also be manually added to every new complaint on the system as a clear reminder. The remaining indicators are collected via the Customer Service Satisfaction Survey which is distributed in quarter 4 to 5,000 randomly selected customers. Performance results will also be collated and reported in this quarter. A further report covering the overall survey results will be presented to Customers and Communities Committee.



## The Gateshead Housing Company April - June 2015/16 Performance

### Involvement



Not on Target



Not on  
Target but  
Improved



Target Met/ Exceeded

### Involvement - Service Standards

Our Service Standards are:

- 1) We will work to ensure that our involved customers represent the communities we serve
- 2) We will provide training and support to customers as appropriate to their need
- 3) We will provide you with feedback on how your involvement has made a difference
- 4) We will listen to your views and take these into account when making decisions about how service are delivered
- 5) We will attend and support where possible local community events that affect our tenants and leaseholders

| Involvement  | Performance 2014/15 | Target 2015/16 | Performance April - June 2015/16 | Result Against Target | Trend |
|--|---------------------|----------------|----------------------------------|-----------------------|-------|
| The representation of involved customers                       | 952                 | 890            | 927                              |                       |       |
| Annual tenant and leasehold training attendance                | 156                 | 180            | To be reported in quarter 2      |                       |       |
| Satisfaction with the feedback following involvement           | 96.40%              | 98%            | To be reported in quarter 2      |                       |       |
| % of tenants satisfied that their views are taken into account | 73.90%              | 74%            | To be reported in quarter 2      |                       |       |
| Number of events attended                                      | 34                  | Increase       | 7                                |                       |       |

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

##### Current Performance

The number of involved customers has decreased slightly since year end whilst continuing to exceed the target. We will continue to refresh our involved customer database to ensure that people currently on the database are actively involved. We seek to involve new customers at all the events we attend during the year, via publications and website. We have various ways customers can be involved this can be anything from filling in a questionnaire or taking part in a one-day training course, right through to joining one of our Service Improvement Groups or our Board. As a result performance for this indicator may fluctuate during the year. We have attended 7 events during this period. The number of community events has reduced compared to last year (11). This is largely due to community organisations unable to fund such events and a reduction in the number of volunteers available to facilitate events.

##### Supplementary Information

The information below details those indicators not being reported until later in the year.

Annual tenant and leasehold training attendance - Programmed customer training and demand led courses are run throughout the year. Courses are not evenly spread during the year with the majority taking place in the summer months to allow for maximum attendance. As a result indicator information is collected and reported on a six monthly basis.

Satisfaction with the feedback following involvement - Involvement Evaluation Satisfaction Surveys are distributed six monthly at the request of involved customers that considered a quarterly collection was resulting in survey fatigue.

% of tenants satisfied that their views are taken into account - This indicator is part of the biennial survey that was distributed in July 2015 to all tenants and leaseholders with the TGHC News publication. Performance results will be collated and performance results reported in quarter 2.



## The Gateshead Housing Company

### April - June 2015/16 Performance

#### Estate Management



Not on Target



Not on Target but Improved



Target met/ exceeded

#### Estate Management - Service Standards

Our Service Standards are:

- 1) We will carry out a published programme of Estate Tours, that includes grading of all estates, at least every three months
- 2) We will provide written feedback to customers who attend the Estate Tours within 10 working days
- 3) We will ensure grass cutting is carried out every 15 working days between April and October (except in extreme inclement weather) in partnership with Gateshead Councils LES Dept
- 4) We will visit Gardening Service customers every four weeks during the growing season between April and October
- 5) We will investigate and visit all initial reports of untidy or overgrown gardens within three working days

|  | Estate  | Performance 2014/15     | Target 2015/16 | Performance April - June 2015/16 | Result Against Target   | Trend |
|---|---|-------------------------|----------------|----------------------------------|---|-------|
|   | % of tenants satisfied with the appearance of their estate and how it is maintained                   | 57.90%                  | 65%            | To be reported in quarter 4      |   |       |
|   | How we delivered on the published programme of estate tours   | 729 estate tours 99.59% | 100%           | 173 estate tours 100%            |    |       |
|   | % of estate tours that involved customers   | 86.48%                  | 91%            | 87.28%                           |   |       |
|   | % of tenants satisfied with the quality and frequency of garden service visits                        | 88.00%                  | 91%            | To be reported in quarter 4      |   |       |
|   | Average time taken to resolve garden case   | 3.3 weeks               | 3.4 weeks      | 3.1 weeks                        |  |       |
|   | % of tenants with untidy gardens that have been visited within three working days                     | 100.00%                 | 100%           | 100.00%                          |  |       |
|   | % of possible abandoned, sublet or illegal occupied properties that have been visited within 24 hours | 100.00%                 | 100%           | 100.00%                          |  |       |

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

##### Current Performance

All programmed estate tours have been completed on time, of which 87 % involved customers. Although this is below target, it is an improvement on the overall performance for 2014/15 which was 86.48%. To ensure we retain high levels of customer involvement one of our key service improvements as part of the Managing Tenancy Review for 2015/16 is to increase the number of customers involved. The average time taken to resolve an untidy garden case achieved the target of 3.3 weeks and all were visited in timescale. There were 9 instances of suspected abandoned properties recorded in the first quarter all of which received a visit within 24 hours. 3 of these instances resulted in TGHC gaining possession of the property.

##### Supplementary Information

165 estate tours were graded in quarter 1 of which 154 were Gold, 10 Silver and 1 Bronze. The estate graded bronze is scheduled for demolition. 1 customer received feedback from an estate tour beyond the 10 working day target due to an administrative error within the local office. Surveys to capture the remaining performance will be conducted later in the year and reported in quarter 4.

The remaining indicators are collected via the Estate management Satisfaction Survey which is distributed in quarter 4 to 5,000 randomly selected customers. Performance results will also be collated and reported in this quarter. A further report covering the overall survey results will be presented to Customers and Communities Committee.



## The Gateshead Housing Company

April - June 2015/16 Performance

### Managing Tenancies and Anti-Social Behaviour



Not on Target



Not on Target but Improved



Target Met/ Exceeded

### Managing Tenancies and Anti-Social Behaviour - Service Standards

Our Service Standards are:

- 1) We will acknowledge your complaint & provide you with a case reference number and advise you of the name of the investigating officer
- 2) We will begin investigating your complaint within one working day for high priority cases, for example racial harassment or domestic abuse and within five working days for routine cases, for example neighbourhood disputes and noise nuisance.
- 3) We will agree what actions will be taken and how we will feedback to you
- 4) We will talk to you before closing your case and we will follow this up in writing
- 5) We will acknowledge receipt of any incident diaries you give to us within one working day and feed back to you about the contents of your incident diary within five working days of receiving them
- 6) We will respond to requests to exchange homes within six weeks
- 7) We will respond to requests to assign or succeed tenancies within 10 working days

|  | Managing Tenancies and Anti-Social Behaviour   | Performance 2014/15 | Target 2015/16 | Performance April - June 2015/16 | Result Against Target   | Trend |
|---|--|---------------------|----------------|----------------------------------|---|-------|
|   | We will give you a decision on your request to assign or succeed your home within 10 working days                                  | 99.00%              | 100%           | 100%                             |    |       |
|   | We will give you a decision on your request to exchange your home within 42 working days   | 100%                | 100%           | 100%                             |  |       |
|   | % of ASB cases responded to and investigations begun within the timescale (24 hours - high priority, 5 working days - other cases) | 99.00%              | 99%            | 99%                              |  |       |

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

##### Current Performance

In this quarter 77 applications for a change of tenancy were received, all of which were responded to with the target of 10 working days. 39 requests for a mutual exchange were received, 13 were rejected and all applicants received a decision within 42 calendar days. The average number of days taken to respond to customers was 15.39 days which is an improvement on the overall average for 2014/15. During this period 447 ASB cases were opened of which 442 (99%) cases were acknowledged and investigation begun within the agreed timescales.

##### Supplementary Information



# The Gateshead Housing Company

## April - June 2015/16 Performance

### Leasehold



Not on Target



Not on Target but Improved



Target Met/ Exceeded

### Leasehold- Service Standards

Our Service Standards are:

- 1) We will manage the services provided to your property/block and keep you informed of changes in law that affect you through our twice yearly newsletter
- 2) We will send you a statement of your service charge account, including all income received and adjustments made, on a quarterly basis
- 3) We will provide you with information relating to your service charge account, including account statements every 26 weeks and service charge bills in February and June each year
- 4) We will respond to all 'disputes' within two weeks and ensure that all decisions made are referred back to individual departments to ensure improvements to services
- 5) We will reply to your letters and e-mail correspondence within ten working days

|  | Leasehold Services  | Performance 2014/15 | Target 2015/16 | Performance April - June 2015/16 | Result Against Target | Trend |
|--|---|---------------------|----------------|----------------------------------|-----------------------|-------|
|  | % of leaseholders satisfied with the service they receive                     | 73.00%              | 73.5%          | To be reported in Quarter 2      |                       |       |
|  | % of leaseholders satisfied with the communal repairs and maintenance service | 34.40%              | 55.50%         | To be reported in Quarter 4      |                       |       |
|  | Satisfaction with the account information                                     | 80.80%              | 83%            | To be reported in Quarter 3      |                       |       |
|  | % disputes raised and responded to within 10 days                             | 100.00%             | 95%            | 100.00%                          |                       |       |
|  | % of enquiries responded to within 10 days.                                   | 100.00%             | 95%            | 100.00%                          |                       |       |

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

#### Current Performance

The closer working links developed during 2014/15 between Leasehold and Property services continues to achieve tangible outcomes for customers in quarter 1, 2015/16. This has resulted in 100% response rate for customers within service standard timescales for both disputes and enquiry indicators.

#### Supplementary Information

The information below details those indicators not being reported until later in the year.

% of leaseholders satisfied with the service they receive - This indicator is part of the biennial survey that was distributed in July 2015 to all tenants and leaseholders with the TGHC News publication. Performance results will be collated and performance results reported in quarter 2.

% of leaseholders satisfied with the communal repairs and maintenance service - This service standard is to be suspended until a robust data collection method can be identified. Indicator information is collected via a survey sent to all leaseholders and historically responses have been low despite a number of collection methods adopted. Most leaseholder repair dissatisfaction is also reported as a dispute and dissatisfaction responded to appropriately.

Satisfaction with the account information - This indicator is part of the Service Charge Billing and Collection Satisfaction Survey which is distributed in quarter 2 and reported in quarter 3. The survey is distributed to all leaseholders after they have received their estimated service charge invoices in February and actual service charge invoices in June.



## The Gateshead Housing Company April - June 2015/16 Performance

### Sheltered Housing



Not on Target



Not on Target but Improved



Target Met/ Exceeded

### Sheltered Housing - Service Standards

Our Service Standards are:

- 1) We will work in partnership with the Council's CareCall service to ensure you receive appropriate support to enable you to live independently
- 2) We will produce a newspaper every six months to keep you informed about our older persons services
- 3) We will hold drop-in sessions and an annual meeting within your scheme to discuss any issues and how services can be improved. We will ensure feedback is provided within two weeks

|  | Sheltered Housing  | Performance 2014/15 | Target 2015/16 | Performance April - June 2015/16 | Result Against Target | Trend |
|---|--|---------------------|----------------|----------------------------------|-----------------------|-------|
|   | % of sheltered housing tenants that are satisfied with living in their scheme                    | 95%                 | 97%            | To be reported in quarter 3      |                       |       |
|   | % of sheltered housing tenants satisfied with the services provided by TGHC & partners           | 89%                 | 90.00%         | To be reported in quarter 3      |                       |       |
|   | % of sheltered housing tenants satisfied with opportunities for getting involved in their scheme | 96%                 | 86%            | To be reported in quarter 3      |                       |       |

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

##### Current Performance

The Sheltered Housing 'We want you views' Satisfaction Survey is distributed to all residents living in sheltered accommodation in quarter 2 and performance results will be collated and reported in quarter 3. In the current Key Performance and Service Standard Indicator Review it is proposed to delete two (see below for further information) of the three indicators and retain '% of sheltered housing tenants that are satisfied with living in their scheme'.

##### Supplementary Information

% of sheltered housing tenants satisfied with the services provided by TGHC & partners - It is considered that this service standard is confusing for service users to understand as it is measuring two separate elements also, customers reviewing this standard thought it lacked clarity on who was being measured

% of sheltered housing tenants satisfied with opportunities for getting involved in their scheme - Drop-in sessions are programmed into the service plan and this process has been embedded for a sustained period of time. Customer satisfaction with opportunities to get involved will continue to be monitored during drop in sessions and information included in the Sheltered Housing Service report which is presented to the Customers and Communities Committee.



## The Gateshead Housing Company

April - June 2015/16 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 2014/15 | Target 2015/16 | Performance April - June 2015/16 | Result Against Target   | Trend |
|---|--|---------------------|----------------|----------------------------------|---|-------|
|   | Satisfaction with the caretaking service   | 96%                 | 96%            | To be reported in quarter 4      |   |       |
|   | Satisfaction with the concierge service  | 87.30%              | 87%            | To be reported in quarter 4      |   |       |
|   | The % of inspections carried out in multi storey blocks cleaned by caretakers that meet the published service standard | 97.40%              | Baseline       | 92.86%                           |   |       |
|   | % of accompanied viewings in multi blocks attended by the caretaker  | 97.24%              | 98.70%         | 98.30%                           |  |       |
|   | % of new tenants in multi blocks receiving a personal visit by the caretaker within 21 days of their tenancy starting  | 87.20%              | 88.00%         | 94.70%                           |  |       |

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

##### Current Performance

14 customer inspections carried out of which 13 met service standards. Further monitoring of cleaning rota to be carried out by Caretaker Supervisor to the block that has failed to meet required standards. Accompanied viewings were slightly below target set. The two viewings that were not attended were unavoidable due to employee attendance at a Caretaker Briefing. New tenant visits are exceeding target set

##### Supplementary Information

A customer survey will be distributed to residents in multi storey blocks and satisfaction with caretaking and concierge services will be reported later this financial year.