

Performance 2005/06

1st April 2005 to 31st March 2006

At Wigan and Leigh Housing we want to deliver an excellent housing service. To help us achieve this we set ourselves stretching targets on a range of performance indicators and monitor how we do against these to make sure we continue to improve our services to the customers.

The tables below show our performance for the full year 2005/06 in key areas of the services we provide. The symbols show whether we are meeting our targets and how our performance compares to the same period last year. Where we are not meeting our targets we are working hard to make sure we meet our target by the end of the year.

So how are we doing?



Performance beating target by 5% or more



Performance above target but not by more than 5%



Performance below target but within 5%



Performance 5% below target

Trend



Performance has improved on last year



Performance has stayed the same as last year



Performance has declined on last year

Empty Property Management

Indicator	Performance in 2004/05	Target for 2005/06	Performance in 2005/06	How are we doing?	Trend?
Proportion of empty homes as a percentage of stock	1.60%	1.50%	1.41%		
Percentage of rent lost through properties becoming vacant	1.53%	1.50%	1.32%		
Average Relet time for properties	39 days	36 days	51 days		

Helping Homeless People

Indicator	Performance in 2004/05	Target for 2005/06	Performance in 2005/06	How are we doing?	Trend?
Average time taken to decide whether to accept a person as homeless	19 days	10 days	9 days		







Buying your Home

Indicator	Performance in 2004/05	Target for 2005/06	Performance in 2005/06	How are we doing?	Trend?
Average length of time to receive eligibility notice for RTB	24 days	23 days	22 days		

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Customer Care

Indicator	Performance in 2004/05	Target for 2005/06	Performance in 2005/06	How are we doing?	Trend?
Percentage of telephone calls answered within 10 rings	98%	98%	99%		
Percentage of letters answered within 10 working days	76%	96%	87%		
Percentage of complaints which receive a response within 10 working days	72%	96%	86%		

Repairs and Maintenance to Properties

Indicator	Performance in 2004/05	Target for 2005/06	Performance in 2005/06	How are we doing?	Trend?
BEST and MERIT jobs completed within target time	96%	97%	98%		
Average time taken to complete non urgent repairs	10 days	9 days	8 days		
Percentage of emergency repairs completed within target times	90%	97%	96%		
Customer Satisfaction with programmed works	93%	93%	94%		
Tenant satisfaction with overall repairs service	94%	95%	98%		

Rent Collection and Arrears

Indicator	Performance in 2004/05	Target for 2005/06	Performance in 2005/06	How are we doing?	Trend?
Proportion of rent collected including arrears carried forward	97.09%	97.90%	97.44%		
Rent arrears as a percentage of rent due	2.45%	2.40%	1.86%		
Percentage of tenants owing more than 7 weeks rent arrears	5.51%	5.10%	5.21%	