



Service Promises and Performance in 2006/07

Chief Executive Ashley Crumbley

Wigan and Leigh Housing Co Ltd
Unity House
Westwood Park Drive
Wigan
WN3 4HE

Telephone (01942) 705040
Fax (01942) 486501
Minicom (01942) 486503

E-mail enquiries@walh.co.uk
Website www.walh.co.uk

June 2007



Our Service Promises

We aim to deliver an efficient and customer focussed service where customers know what to expect from us and know what is expected of them.

Our Performance in 2006/07

Performance is measured by these targets by reports produced from our databases, sample testing, tenant satisfaction surveys and our comments, compliments and complaints system.

We aim to achieve a 95% satisfaction rate with tenants who use the Call Centre.

98% of tenants surveyed were satisfied with the Call Centre.

We aim to achieve a 98% satisfaction rate with the repairs service.

98.47% of tenants surveyed were satisfied with the repairs service.

We aim to achieve a 65% satisfaction rate with customer involvement

73.28% of tenants surveyed were satisfied with customer involvement.

We aim to achieve a 80% satisfaction rate with the overall service.

83.47% of tenants surveyed were satisfied with the overall service.

We aim to reduce our empty properties to 1.2% as a percentage of stock.

1.2% of our properties were empty as a percentage of stock.

We aim to achieve a 93% satisfaction rate with programmed works.

93% of tenants surveyed were satisfied with their programmed works.