

# Performance 2006/07

## 1st April to 31st March 2007

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

### So how are we doing?



Performance has improved compared to last year



Performance has stayed the same as last year



Performance has got worse compared to last year

During this period Wigan and Leigh Housing managed over 23,000

Repairs and Maintenance to Your Homes	April 2006 - March 2007	Last Year We Did	Have we improved?
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We aim to complete 98 out of every 100 Rapid Repair jobs within the time agreed with our customers

99 out of 100

98 out of 100



We aim to complete non urgent repairs in an average of 8 days

8 days

8 days



We aim to complete 95 out of every 100 Emergency Repairs within the time agreed with our Customer

98 out of 100

96 out of 100



We aim to keep 98 out of every 100 our tenants satisfied with the overall repairs service

98 out of 100

98 out of 100



Rent Collection and Arrears	April - June 2006	Last Year We Did	Have we improved?
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We aim to collect £97.90 out of every £100 rent and arrears from our current tenants

£97.71 out of £100

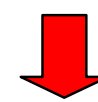
£97.44 out of £100







We want to reduce rent arrears owed and aim for current tenants rent arrears to be less than £1.70 of every £100 rent due




£1.87 out of £100


£1.86 out of £100



Customer Service	April 2006 - March 2007	Last Year We Did	Have we improved?
Our Contact Centre aims to answer 80 out of every 100 calls within 60 seconds	75 out of 100	92 out of 100	
We aim to answer 96 out of every 100 letters within 10 working days	89 out of 100	87 out of 100	
We aim to answer 99 out of every 100 Telephone calls within 10 rings	99 out of 100	99 out of 100	
We aim to respond to 96 out of every 100 complaints within 10 working days	94 out of 100	86 out of 100	

Buying Your Homes	April 2006 - March 2007	Last Year We Did	Have we improved?
We aim to keep the average time to receive eligibility notice for a Right to Buy below 22 days	20 days	22 days	

Empty Property Management	April 2006 - March 2007	Last Year We Did	Have we improved?
We aim to relet empty homes within 36 days	39 days	51 days	
We aim to have less than 125 out of every 10,000 homes empty at any given time	128 out of every 10,000	141 out of every 10,000	
We aim to lose no more than 1.46% of the total rent due through homes being empty	1.45%	1.32%	

Helping Homeless People	April 2006 - March 2007	Last Year We Did	Have we improved?
We aim to notify 84 out of every 100 all homeless applications with our decision within 33 working days	84 out of 100	92 out of 100	



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