

# Performance 2008/09

## 1st April 2008 to 31st March 2009

At Wigan and Leigh Housing we want to deliver an excellent housing service. To help us achieve this we set ourselves stretching targets then check how well we are doing in meeting them. Where we are disappointed with our performance we look at ways of improving things so that we can do better next time.

### So how are we doing?




We are Very Happy with our Performance in this Area as we are beating our target



We are Satisfied with our Performance because it is meeting or close to our target





We are Disappointed with our Performance because we are not meeting our target, and we are looking at ways of improving things in future.


 Repairs and Maintenance to Your Homes	April '07 - March '08	April '08 - March '09	How Did We Do?	Getting Better?
We aim to complete 96 out of every 100 Rapid Repair jobs within the time agreed with our customers	98%	99%		
We aim to complete non urgent repairs in an average of 8 days	9 days	8 days		


 Improving Your Homes	April '07 - March '08	April '08 - March '09	How Did We Do?	Getting Better?
We aim to make 95 out of every 100 homes "decent"	88%	95%		

 Empty Property Management	April '07 - March '08	April '08 - March '09	How Did We Do?	Getting Better?
We aim to relet empty homes within 32 days	33 days	28 days		

 Rent Collection and Arrears	April '07 - March '08	April '08 - March '09	How Did We Do?	Getting Better?
We aim to collect £98.00 out of every £100 rent and arrears from our current tenants	£97.75	£97.76		

 Addressing Anti-Social Behaviour	April '07 - March '08	April '08 - March '09	How Did We Do?	Getting Better?
We aim to make 77 out of every 100 people who report an incident of Neighbour Nuisance Cases satisfied with the service they receive	80%	82%		

 Involving you	2006	2008	How Did We Do?	Getting Better?
We aim to make 73 out of every 100 people satisfied with their opportunities to get involved in decision making	73.3%	71.7%		

 Keeping You Satisfied	2006	2008	How Did We Do?	Getting Better?
We asked how satisfied you were with the overall service we provide. Nearly 9 in every 10 of you said you were satisfied or very satisfied.	83.5%	87.0%		

