

staffordshire
HOUSING ASSOCIATION

How we have performed on our service standards

February 2008

We believe that you deserve the highest standards of service from us, so we set service standards targets and monitor our performance against them. This brochure tells you how we have performed against these targets over the past 12 months.

The results are based on what you have told us about the quality of the service and independent assessments that we have commissioned.





Information and consultation

Our promises:

- We will produce 4 customer magazines a year - *ACHIEVED*
- We will issue 4 rent statements a year - *ACHIEVED*

Consultation:

We consulted you on one association-wide issue on payments to our governing body (board members).

We have carried out 27 consultation exercises on a number of issues ranging from new kitchen styles at Allenby Court, to our forthcoming redesigned website and residents' handbook.

Overall:

We feel we achieved our aims. We consulted with you over planned maintenance and other issues, gave you lots of opportunities for involvement and kept you informed through SHA Today and regular rent statements.

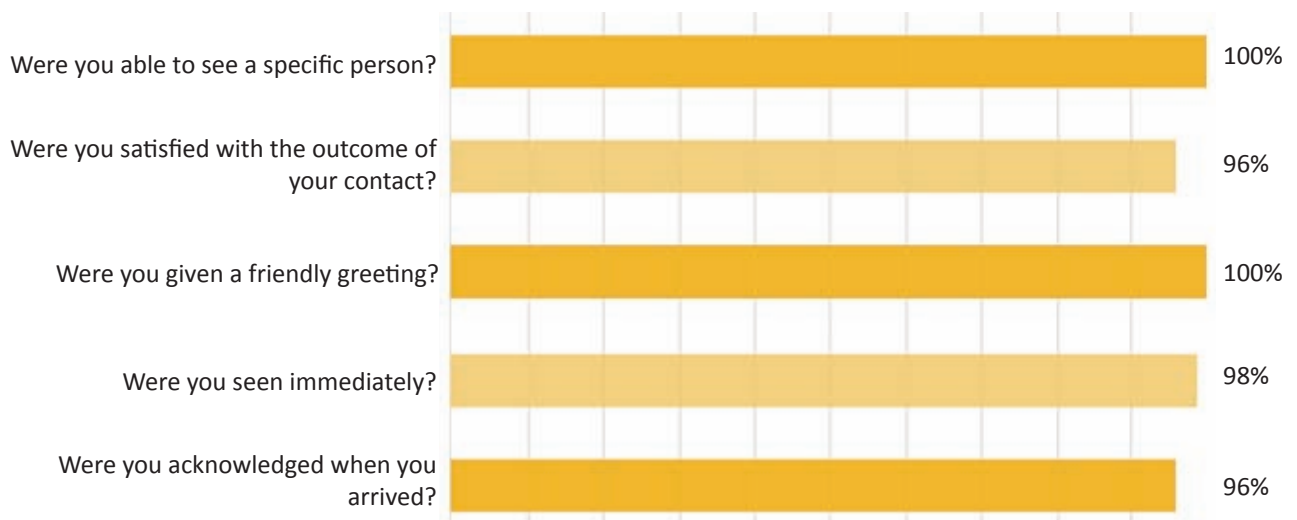
Our next challenge is to get more of you involved in our customer panel.

Our rating: ●●●●○



How we deal with visitors to the office

Visits to our office and mystery shopping satisfaction are tested by an independent company who make unannounced visits to the office and ask for information about different services.



Overall

We feel that we performed very well for our visitors, but we know we weren't perfect. One area that was highlighted was that we need to make sure we ask you if we have dealt with everything you wanted to discuss before you leave.

Our rating ●●●●○



Responding to your complaints



Overall

Customers who complained felt that they were treated with courtesy and given clear information, but we performed poorly on getting complaints resolved within our target times. However, nearly all complaints were resolved and only one was referred to the Independent Housing Ombudsman.

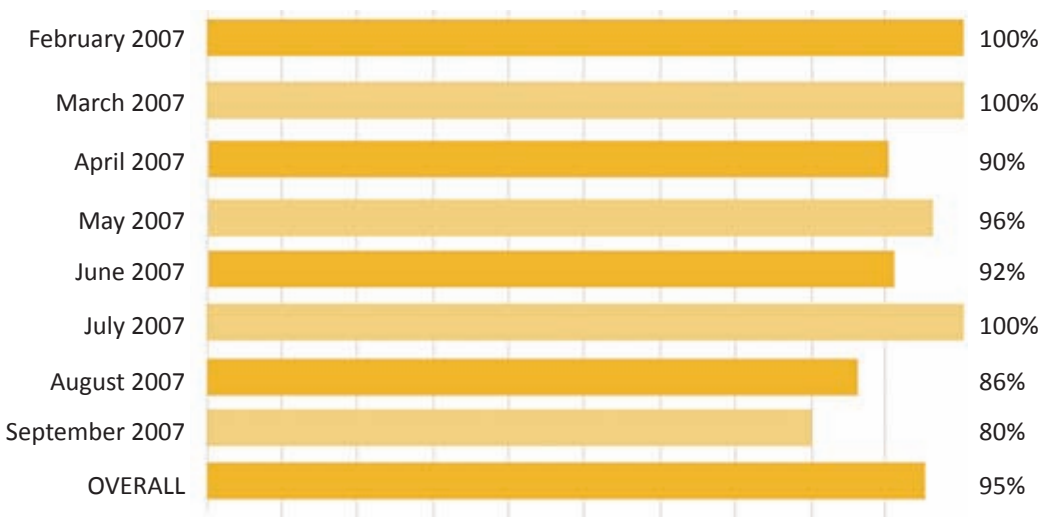
We have now reviewed our complaints procedure and put changes in place such as simplifying the process. Customers were involved on the review panel. Staff are being trained on the new system, which we believe will be faster and easier for customers to use.

Our rating



Returning your calls

Over a nine month period, we monitored how efficient we are at returning your calls when you have asked us to do so.



Overall

Our overall return call rate of 95% was very good, but we let ourselves down in August and September. Our aim is to return 100% of calls when asked to do so.

Our rating



Visiting you at home

We ask you to tell us how our contractors dealt with visits to your homes.



Overall

We performed well on keeping to appointments and treating your homes with respect, although we would have liked to achieve 100% in all categories.

We need to get better at showing identification, and we will be reminding all staff and contractors to do this.

Our rating ●●●○○

Some quick facts and figures ...

- Our front line team answers an average of 5,316 phone calls each month
- Our bids (lettings) phone receives around 177 calls each month
- Our maintenance hotline gets an average of 504 calls each month
- We receive around 350 visitors in our reception each month - 25% of these visits are planned, and 75% are unplanned

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