

Our latest Performance for 2010



How we're doing so far...

We want to share our performance so far this year against the top six areas you've told us matter the most to you.

Below are the contact details of the person who is working on improving that particular area. **Why not contact them with your thoughts?**

1. How do you feel about the appearance of your neighbourhood?



Darrin Gamble – Assistant Director of Housing:
darringamble.b1feedback@bromford.co.uk

You said – that our standards are inconsistent
We did – arrange to work with our Customer Inspection Group (CIG) to design a Neighbourhood Standards Guide. This will make our standards more consistent

2. How do you feel about the safety of the neighbourhood you live in?



Karen Dean – Community Safety Team Manager:
karendean.b1feedback@bromford.co.uk

You said – that your neighbourhood was spoilt by a minority who didn't follow the same rules as everyone else
We did – continue to work in partnership with you to turn negative experiences into positive ones

Are we keeping our promises?

As well as measuring the top 6 areas that matter most to you, we also make a number of promises about how we respond to you when you contact us. Here is how we are doing. We currently handle 1300 calls a day across the group... that's 357,000 per year, as well as all of your emails and visits to our offices.

- **Answering your calls within 20 seconds**
We promised we'd get this right **80%** of the time
In reality – we actually get this right **81%** of the time
We are really pleased to have hit our target in such a high demand area.
- **Seeing you at offices within 10 minutes**
We promised to achieve this **all** the time
In reality – we got this right **100%** of the time

3. How do you feel about the way we deal with complaints?



Gina McNicholas – Customer Relations Manager:
ginamcnicholas.b1feedback@bromford.co.uk

You said – we don't get to the root of the problem early enough
We did – support our Customer Inspection Advisors (CIA) to complete an independent review of our complaints service. As a result we are about to introduce a new early resolution process

4. How do you feel about the way we handle repairs?



Alex Dixon – Group Director of Asset Management:
alex Dixon.b1feedback@bromford.co.uk

You said – there was different experience depending on who carried out the repair
We did – complete 98% of all repairs on time and your satisfaction has continued to increase

5. How much do you feel that we are good value for your money?



Sue Harrison – Director of Business Planning:
sueharrison.b1feedback@bromford.co.uk

You said – that some of our service areas are wasteful
We did – continue to make plans to work with some of you to set some targets for how we can better deliver value for money

6. How do you feel about the quality of your home?



Alex Dixon – Group Director of Asset Management:
alex Dixon.b1feedback@bromford.co.uk

You said – that there are some minor niggles after you have lived in your home for a while
We did – plan to explore rolling out an Annual Property Survey (APS) and by visiting your home yearly, we hope to improve on these niggles

- **Answering written or email enquiries within 5 days**
We promised to achieve this **100%** of the time
In reality – we achieved this **95%** of the time
We are improving in this area and are still working toward our target.

- **Getting the response to your enquiries right first time**
We promised we'd get **80%** of them resolved right first time
In reality – we resolved **95%** of your enquiries at first point of contact with us
We are pleased to have exceeded the target.