





































SERVICE STANDARDS	PERFORMANCE - FEBRUARY & MARCH	TRAFFIC LIGHT	COMMENTS (WHERE WE HAVEN'T ACHIEVED TARGET AND CORRECTIVE ACTION)
Adaptations			
We will acknowledge every request for an adaptation within 5 working days.	All adaptation requests were acknowledged within 5 working days.		
At time of referral, we will inform you of the priority and when you can expect installation.	This is always done as part of process		
We will advise you of a start date for any internal adaptations to begin at least 7 calendar days prior to the commencement of the works.	Confirmation of anticipated start date was given to all customers receiving adaptations in January.		
We will complete bathroom adaptations within 14 calendar days from the commencement of the work.	All bathroom adaptations were completed within 14 calendar days for this period		
Cyclical works			
We will carry out cyclical maintenance to your home at least every 5 years.	A full five year has been developed and is advertised on our website and Plain speaking.		
We will advise you of cyclical works to be carried out at least three months prior to us commencing the works.	All customers who received planned improvements in were contacted at least 3 months prior to work commencing.		




During the time when works are being carried out, we will keep you informed by weekly visits from our Customer Liaison Officer.	All customers who are receiving work are offered an appointment for a visit from the Trust during the course of the works.		
Gas servicing			
You will be notified by letter at least one month prior to the expiry of your safety certificate to advise you that your annual gas safety inspection is due.	We have written to all customers one month in advance of the service.		
You will be provided with an appointment to carry out a safety inspection at least two weeks before the expiry of the safety certificate.	We provide an appointment to carry out a safety inspection at least two weeks before the expiry of the gas safety certificate.		
You will be offered the opportunity to change the appointment to one that is more convenient including Saturday mornings and one evening per week during summer months.	Customers are offered the opportunity to change an appointment to Saturday morning or the evening during the summer months.		
You will be provided with a copy of the safety check certificate within 28 days of it being completed.	We provide a gas safety check within 28 days of the date of the inspection completion.		
Repairs			
You can report repairs by e-mail, on our website, in person and by telephone; in addition we will provide a 24-hour telephone service to enable you to report emergencies.	Telephone and e-mail has been available continuously during February and March 2010.		



<p>If a required repair to your home is not an emergency, we will always offer you an appointment.</p>	<p>All customers are offered an appointment when reporting a repair by telephone, if reported via a third party the customer is telephoned to arrange an appointment.</p>		
<p>Before the repair, we will contact you to check that it is convenient to call.</p>	<p>All appointments are confirmed by letter or by a telephone call.</p>		
<p>If our operative is delayed, then we will telephone you to advise you and keep you informed</p>	<p>If an appointment is missed all customers are contacted and advised accordingly.</p>		
<p>If there are long term delays for repairs (e.g. due to material delays), we will call you at least once a week to keep you informed of the progress of the repair.</p>	<p>Delays for routine repairs are updated on a weekly basis.</p>		
<p>Planned Maintenance</p>			
<p>We will publish details of our upcoming planned work in PlainSpeaking once a year, and make details available on our website and in our reception area.</p>	<p>All details published in Plainspeaking in May 2009. Details on website and also available in reception.</p>		
<p>We will advise you in writing at least three months prior to commencing work in your home.</p>	<p>All customers who received planned improvements in January 2010 were contacted at least 3 months prior to work commencing.</p>		
<p>We will keep you informed by weekly visits from our Customer Liaison Officer.</p>	<p>All customers who are receiving work are offered an appointment for a visit from the Trust during the course of the works.</p>		




We will always offer you choices when undertaking improvements to your home.	All customers who received internal improvements were offered a choice of kitchen units, worktops, tiles and floorcoverings.		
We will make sure that the contractors we appoint to work in your home meet the same standards of quality, customer service and safety as our own staff provide.	All contractors are required to sign up to the Trusts Contractors code of Conduct at <i>Invitation To Tender Stage</i> of procurement.		
We will complete the installation of a new kitchen within 14 calendar days from the commencement of the work.	This will be a Key Performance Indicator in the new contract 2010/2011.	N/A	Not Applicable due May 2010/12
We will complete the installation of a new bathroom within 14 calendar days from the commencement of the work.	This will be a Key Performance Indicator in the new contract 2010/2011.	N/A	Not Applicable due May 2010/13
We will complete electrical rewiring within 7 calendar days from the commencement of the work.	This will be a Key Performance Indicator in the new contract 2010/2011.	N/A	Not Applicable due May 2010/14
We will complete the installation of a new central heating system within 5 calendar days from the commencement of the work.	This will be a Key Performance Indicator in the new contract 2010/2011.	N/A	Not Applicable due May 2010/15
We will complete the installation of a new boiler within 1 calendar day from the commencement of the work.	This will be a Key Performance Indicator in the new contract 2010/2011.	N/A	Not Applicable due May 2010/16
We will complete the installation of a new kitchen and bathroom within 21 calendar days from the commencement of the work.	This will be a Key Performance Indicator in the new contract 2010/2011.	N/A	Not Applicable due May 2010/17
Income Management			



We will refer all customers in arrears to the Trust's Money Advisor prior to making an application to Court.	11 cases passed to Court, 11 cases referred to Money Advisor		
We will offer you an appointment with your Housing Officer (Income) to discuss your situation when we apply for a Possession End Date.	9 possession end dates applied for, all 9 offered appointments		
In all arrears correspondence, we will provide you with contact details of external advice agencies who provide money advice.	Random sampled 25 arrears letters, 25 included advice slip		
We will attempt to contact customers 3 times prior to serving a NOSP (Notice of Seeking Possession), either by letter, by visiting you at home or on the telephone.	18 NOSP's served, 18 customers contacted 3 times		
If you move out of your Trust property we will notify you in writing within 14 days if there are any former tenancy arrears outstanding.	All tenants with a forwarding address received a letter regarding their FTA's.		
As a new tenant you will receive a benefit calculation based on your current income.	All 33 new tenancies received benefit check		
Estate Services			
Estate inspections will be completed bi-monthly for larger estates and quarterly for rural.	14 completed in the period		





If you report fly-tipping to us, we will remove it within 5 working days	Feb.: 16 fly tip removal jobs completed within target march: 17 fly tip removal jobs completed within target		
If you report graffiti to us, we will remove it within 5 working days of the report. If you report offensive graffiti to us, it will be removed within 24 hours of the report.	Feb: 2 graffiti removal jobs completed with target march: five graffiti jobs completed within target		
If you notify us of any maintenance required to signs that we are not responsible for, we will notify Cheshire East Council within 5 working days.	no reports required for the reporting period		
Community Support			
We will offer you a tiered service, assessed against your needs.	5 tier changes (Feb) 9 tier changes March		All achieved
We will offer an additional visit for the following day after a hospital discharge.	26 (Feb) 33 (March)		
We will carry out a safe and well call the following day after a fall is reported.	66 x 2 (Feb) 61 x 2 (March)		Feb - 1 did not require a call, 11 admitted to hosp. & 2 to N/H. March 12 admitted, 1 did not
We will carry out a follow up visit following installation of equipment within 7 days.	23 FUV (Feb) 22 FUV (March)		
We will carry out a follow up visit the next day after an emergency call out.	73 FUV (Feb) 69 FUV (March)		Feb -18 customers taken to hosp. March 22 customers taken to hosp.
Customer Care - Trust Staff			








Staff will be courteous, helpful and empathetic.		N/A	This standard is awaiting approval from Board at the May meeting. Once approved, this standard will be measured via surveys and compliments received into the Trust.
Customer Care - Telephone Calls			
We will answer all calls to the 0800 number within 30 seconds	79.70%		160 staff hours were required additionally per week to achieve this service standard. Recruitment is underway to achieve this standard and a target of 90% within 20 seconds.
We will answer all direct dial calls within 6 rings.	99.57%		
Staff will introduce themselves to the customer and ensure the customer has their contact details (if appropriate).	On target		









<p>Trust staff will respond to call backs within 3 working days.</p>	<p>90.66%</p>		<p>Call-backs can show as being overdue for various reasons and it is not clear on the call-backs whether they were late due to the customer not being contactable or the customer not being contacted. Call-backs will be introduced into the IBS system later this year, which will help identify and highlight missed targets. In the meantime managers are closely supervising call backs emphasising the importance of doing what we say we'll do.</p>
<p>Customer Care - Out of Hours Service</p>			
<p>We will provide a telephone service for reporting emergencies outside of the normal opening hours.</p>			<p>Future update will be provided in May 2011 for 2010/11.</p>
<p>Customer Care - E-mails and letters</p>			
<p>We will respond to all written correspondence within 10 working days.</p>		<p>N/A</p>	<p>This standard is awaiting approval from Board at the May meeting. Once approved, this standard will be measured by all teams monitoring their team's post.</p>









We will write to customers using plain language.		N/A	This standard is awaiting approval from Board at the May meeting. Once approved, this standard will be measured by all teams monitoring their team's post.
All written correspondence will include a staff name and direct. telephone number for future contact (with the exception of bulk mailings which details the 0800 number).		N/A	This standard is awaiting approval from Board at the May meeting. Once approved, this standard will be measured by all teams monitoring their team's post.
Customer Care - Complaints			
We want to make it easy for you to make a complaint so you can do this by letter, in person, by telephone or on the internet.			Future update will be provided in May 2011 for 2010/11.
We will acknowledge and respond to complaints within the published timescales.	78.38%		A new escalation process has been introduced to improve the timescale in which complaint responses are returned from service areas.
All complainants will receive a full explanation in their preferred format.			All customer complaints are responded to in the format preferred by the customer. If the complaint is made by telephone, the customer will be contacted by telephone regarding the outcome and followed up by letter.







We will allow the customer 28 days to escalate their response to the next stage of the complaints process if they remain dissatisfied with the Trust's response.			All Trust letters include a paragraph at the close of the letter explaining the complaint escalation process
We will publicise the number and types of complaints received on a quarterly basis.			
Reception			
Will be clean, well-lit and welcoming.		N/A	Customer Services Manager due to undertake quarterly checks of reception for this and standards below on basis of Board approval in May.
All customers will be acknowledged and greeted upon arrival.		N/A	This standard is awaiting approval from Board at the May meeting. Once approved, this standard will be measured via random sampling by the Head of Customer Services/Customer Services Manager
Customers will be able to speak with the receptionist regarding their enquiry or appointment within 5 minutes of their arrival.		N/A	This standard is awaiting approval from Board at the May meeting. Once approved, this standard will be measured via random sampling by the Head of Customer Services/Customer Services Manager



The opening hours will be clearly displayed.		N/A	Future update will be provided in May 2011 for 2010/11.
Up to date information and leaflets about our services will be displayed			This is checked on a daily basis.
Will be accessible to people with disabilities			This standard will be measured annually by a survey completed by the Disability Information Bureau
Equality & Diversity			
We will provide you with access to a range of meetings that you may wish to be involved in.			
We will report back to customers on our resident involvement activity in PlainSpeaking.			

We will ensure that you can access our reception area easily.			This standard will be measured annually by a survey completed by the Disability Information Bureau
We will provide information to you in ways that you find easy to understand.			
Leasehold Management			
We will send you a quarterly service charge/ground rent statement.	Last statements went out in January. Latest statements to go W/C 19th April.		
During February we will confirm our estimated expenditure on services delivered to your development. We will develop an affordable payment plan with you to spread the cost over the twelve month period.			Service charge estimates went out in March.
In September we will provide comprehensive information on the actual expenditure. Your views on the quality and value of services will be sought to help us plan future expenditure			
We will keep you informed about projects in your area via a quarterly newsletter. You will be formally consulted where these works exceed £250.			
Floating Support			
We will assess the priority of your needs and place you on the waiting list within 3 working days of receiving an appropriate referral.	4 (Feb) 7 (March)		

We will contact you within 3 working days of placing you on the waiting list, arranging an assessment visit where appropriate.	4 (Feb) 4 (March)		4 referrals made in Feb and 4 in March. 100% completed within target for Feb, 3 out of 4 successfully contacted in target for March.
We will return your call within 1 working day of you leaving a telephone message.	8 (Feb) 11(March)		
Lettings and Allocations			
We will respond to any correspondence within 5 working days.	26 units of correspondence (100% Lettings only) received and acknowledged within 5 days		
We will accompany customers to the viewing of a property.	89 viewings conducted, viewing cards completed and logged on IBS		
We will confirm in writing of the next steps following a viewing.	89 House files updated with copies of correspondence.		
We will carry out a viewing with every customer prior to the tenancy sign up.	60 sign ups in February and March all with attached viewing card and IBS log		
All properties will meet the Lettable Standard.	all 60 new tenancies have completed lettable standard checklist on file		
Any work required above the Lettable Standard will be completed within 28 days.	all 60 new tenancies met lettable standard		
Tenancy Management			

As a new customer you will receive advice on and a copy of our Tenancy Agreement, advice on Housing Benefits and Home Contents Insurance, a Tenants' Handbook, and a copy of our PlainSpeaking magazine at the tenancy sign up.	all 60 new customers received advice and literature		
As a new customer you will receive an appointment for a new tenancy visit within 6 weeks from the start of your tenancy.	all 60 received an appt for a new tenancy visit		
We will carry out a routine visit at least every 5 years to check your property and discuss any issues you may have.	103 completed visits		
We will offer you an appointment to review your starter tenancy at 8 months before granting you an assured tenancy, this will include a home visit.	36 completed visits		
All mutual exchanges will be processed and a decision will be issued within 42 days of receiving an application.	2 completed within the period		
We will acknowledge all requests to change your tenancy within 5 working days.	100% completed		
You will receive an appointment for a home visit when you advise us that you wish to end your tenancy.	64 end of tenancy notices received, all offered appointments.		
We will respond to your written request to carry out alterations to your property within 5 working days, and will not withhold permission unreasonably.	100% completed		

Home Ownership			
We will send you an application form and guidance information within 5 working days of the Right to Buy enquiry. This will include information regarding the estimated costs involved with purchasing a property.	4 RTB information packs were issue in February and 5 issued in March, all within 5 working days of the enquiry		
We will send you an acknowledgement letter within 5 working days of receiving the Right to Buy application form.	Zero RTB applications received in February, 1 RTB application received in March, and acknowledged by letter within 5 working days		
We will issue the formal notification (RTB2) confirming or denying your eligibility to buy within 28 days of your application.	Zero RTB2 Notice in February and One RTB2 notice issued in March, within 28 days of application date		
We will issue you an offer of sale (SECTION 125) within 8 weeks of the date of the RTB2 if you are purchasing a house or 12 weeks for a leasehold flat or maisonette.	One Section 125 Notice was issued in February within 8 weeks of issuing the RTB2. Zero Section 125 Notice in March		
Enforcement			
We will investigate all reports of nuisance and/or anti social behaviour within 5 working days.			
We will acknowledge all reports of nuisance and/or anti social behaviour within 24 hours.			

<p>We will investigate cases of nuisance and/or anti social behaviour within our policy timescales. Category A (eg. Hate Crime/Assault/Threat of violence) within 24 hours, for Category B (Continued harassment/damage to property) and Category C (Noise/dog barking) within 5 working days.</p>			
<p>We will develop an action plan with you within 5 working days which sets out how we will deal with the case. We will keep you informed of progress.</p>	<p>1 case out of 28 cases did not have an action plan completed during the two month period</p>		<p>Spoken to staff member responsible to ensure targets consistently met</p>
<p>We will provide witness support both in and out of hours for ongoing cases.</p>		