

Select a Home – how are we doing?

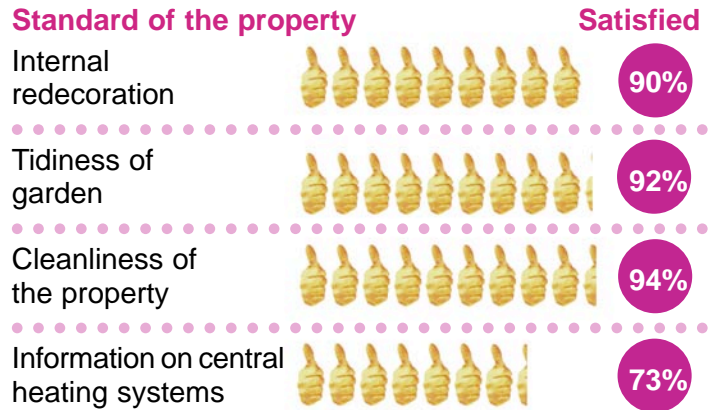
Between April 2006 and the end of January 2007 we let 290 properties and 77 of those tenants returned a questionnaire that asked if they were satisfied with the letting process and their new home.

How satisfied are tenants in their new homes?



There has been a small increase in satisfaction with the information that new tenants receive regarding repairs and this will be a priority for us to continue to improve in the future.

We also asked new tenants about the standard of their new home:



There have been improvements in satisfaction levels on all the above standards although satisfaction with the information provided on central heating systems is still lower than we would like. We will continue to aim to improve this over time.

Repairs service update

The table shows the current satisfaction levels you have reported for the main repair service contractors for the period from 1/11/2006 to 31/01/2007. The maximum mark is 5, 4 is 'good' and 3 is 'satisfactory'.



During the period 4743 orders were issued to all contractors. We received only 558 satisfaction slips back (11.76%). Please complete and return your satisfaction slip as the more we have the better our monitoring. Don't forget, you may even win a cash prize.

Overall the average is 4.08 for quality of service and 4.12 for quality of work for the period.

Overall satisfaction with the completed repairs was 97%, which was an improvement from 94% in the previous quarter.

In order for us to continue to improve our service please let us know your telephone number or e-mail address when you are reporting a repair in particular.

If your telephone number is not on a repairs order this means we do not have your number on record. If you think this is the case, please contact us to update your contact details as it will make it easier for us to offer you a good service.

As a result of your feedback in the 2006 Tenant Satisfaction Survey, future service developments for 2007 will include the following:

- From March 1st we will be offering limited appointment slots for pre-inspections by your Maintenance Officer. We can now pre-arrange a morning or afternoon visit for the pre-inspection to cut the amount of time you would have to wait for one and to give you a more precise idea of when you can expect the Maintenance Officer to call.
- From April we will be piloting an appointment system with Quadron Services in the Caerphilly Area for 21-day and 28-day repairs. Should the pilot prove to be effective we will roll the service to all areas by December 2007. We'll give you an updates on progress in the next Linkup.
- From April we will be offering a text messaging service for repairs to advise you of the repair number, target completion date and Contractor details. Once the repair is completed we will text you for you comment on the standard of workmanship & overall service delivery

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How well do we Perform?

Spring 2007

Is there ANYTHING else you would like to know?

We will be meeting with the voice4tenants Executive Committee in the next few months to discuss with them what information they would like to see published about how we perform.

This can cover anything from how we manage our repairs to how we let our homes, how well we manage arrears or deal with anti social behaviour or

complaints. If you require any further information or have a view on what you'd like to see in Linkup then please let me know.

Contact Jan Waters on 0800 2940195 or e-mail me at tellmemore@uwha.co.uk and I'll try and to make sure that future editions in Linkup include this information.

Mr P (Risca) ...was very happy with the text service he received. He found it a useful reminder of his arrears and this prompted him to phone and sort out his payments.

Mrs P (Senghennydd) ..rang to thank Collette for being very helpful, understanding and polite when she rang with a repairs query.

Mr A at the Somali Advice Centre ...advised that since he'd phoned UW about the heating difficulties being experienced by the tenant in Butetown he had received a very helpful response from the Maintenance Officer, Barry James. A visit had been made to the property by Barry, along with the contractor, and the problem was now resolved.

We often receive thanks from customers who take the time and trouble to let us know when they have received a particularly good service. We're grateful for this feedback so that we know that we're getting a service right. Here are a few that we received recently...

Compliments, complaints & comments help us...



But if you are not satisfied...

We also sometimes get things wrong. If we receive complaints we will investigate the complaint and aim to make sure that we put it right and learn from any mistakes.

We ask anyone who makes a complaint to us to let us know how satisfied they were with the way in which their complaint was dealt with. This won't change our actions on any specific complaint but it will allow us to look at which areas we could improve for the future.

Please let us know if the service you receive is not as good as you expected it would be.

...to improve our services!