



How well do we Perform?

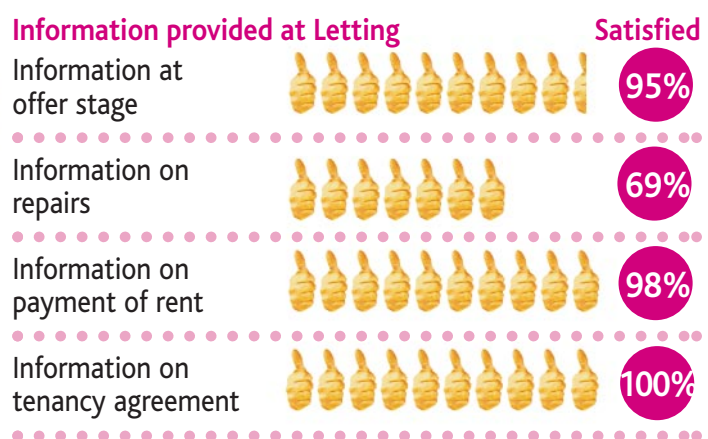
Autumn 2006

Select a Home – how are we doing?

Between April and September 2006 we let 126 properties. Each of our new tenants were asked to comment on the information they received before and after they moved into their new home and the standard of the property.

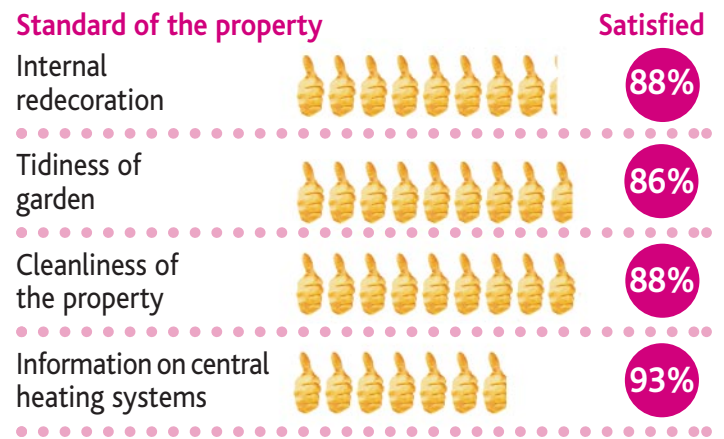
A third of new tenants returned their survey form and here are some of the answers they gave us:

How satisfied are tenants in their new homes?



There has been a noticeable fall in satisfaction with the information that new tenants receive over repairs. This is an area of concern and we will be carrying out some follow up work to find out what information our tenants want regarding repairs.

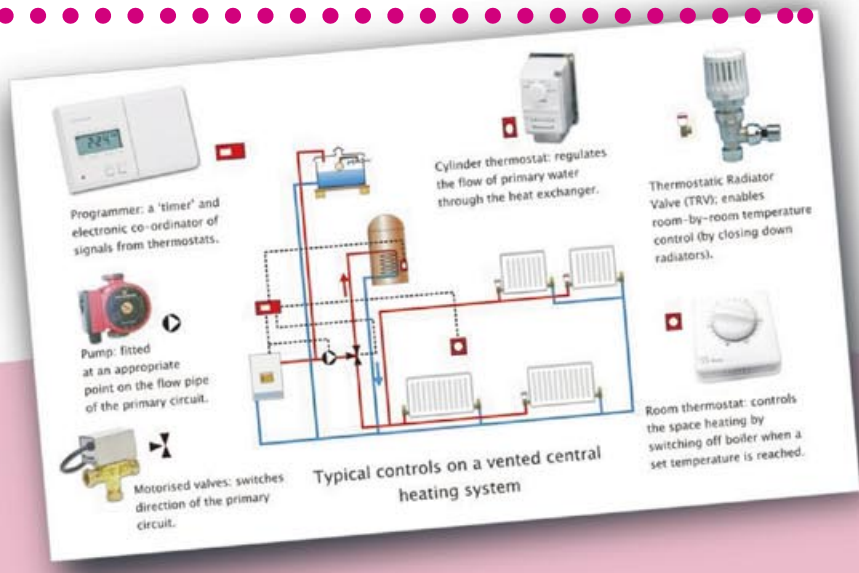
We also asked new tenants about the standard of their new home:



Whilst overall the majority of tenants were satisfied with the condition of the property, the satisfaction levels with the information tenants receive on the heating system in their new home differed according the area they live in. We aim to improve the information available to tenants in all areas and increase the satisfaction with this in the future.

Need some help using your central heating system?

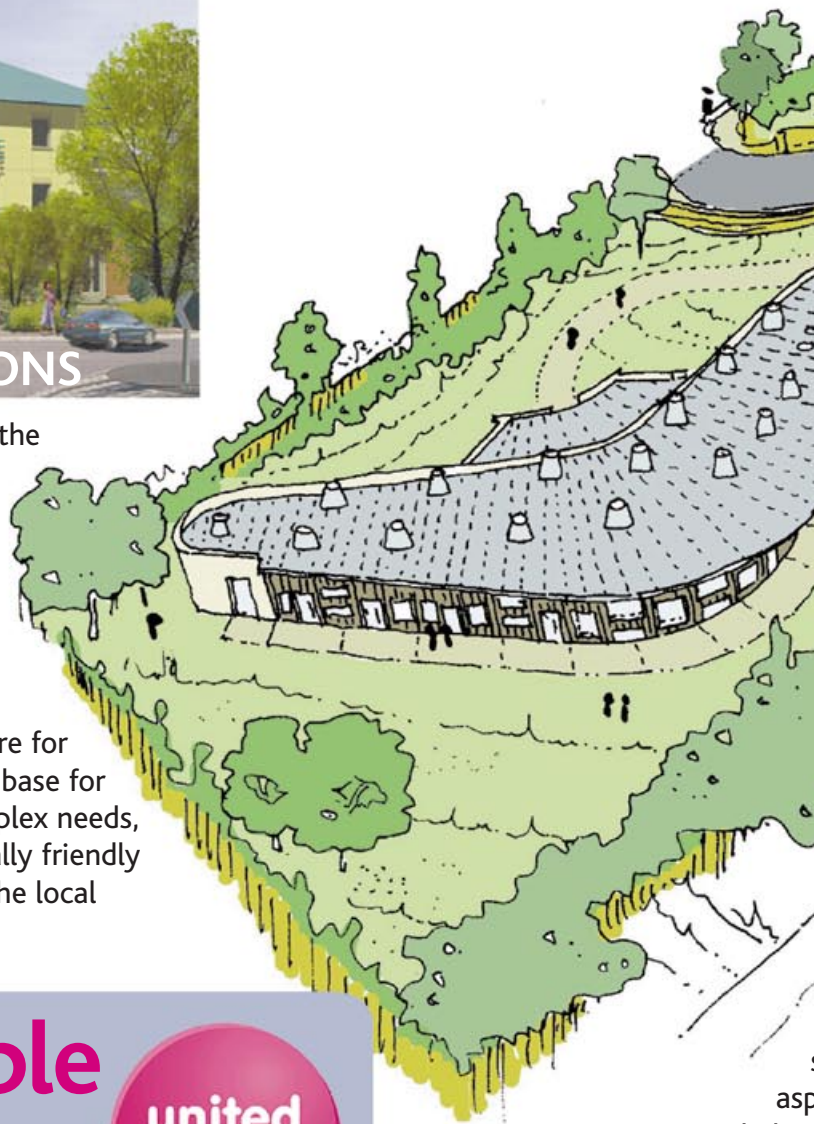
If you would like a copy of the instruction manual on your central heating system, please contact our Customer Services team on 0800 2940195, give them the name of the boiler in your home and if we have an instruction manual available for your system we will print off a copy and post it or e mail it to you.





WILLOWBROOK DRIVE, ST MELLONS

This development won't be completed until 2010 but the artist's impression provides a really nice picture of what these homes will look like. The project will provide 18 one-bedroom apartments and 3 two-bedroom apartments that will be available to rent.



GLANHOWY ROAD, WYLIE

This site is being developed to provide a resource centre for adults with learning disabilities. The centre will be the base for the 'LINKS' project that supports individuals with complex needs, including autism. The building has many environmentally friendly features and will provide a really valuable service for the local community.

Building affordable homes across South Wales...



United Welsh are busy building homes across South Wales that people can afford to buy or rent. Many of the schemes UW operate aim to help people get onto the housing ladder for the first time. UW is also involved in projects that help to support people such as women fleeing domestic abuse or people with a range of learning difficulties. Their work is as varied as their customers, but the quality of the building remains first class. Here are just a few of the projects currently underway. To find out more visit the United Welsh website at www.uwha.co.uk or give them a call on 029 20858100.



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ALFRED ST., GILFACH GOCH

This project involves the building of two purpose built bungalows to help house people who have certain port needs. This is a really rewarding of our work where we can try to members of the community regardless umstances. Schemes like Alfred Street ported housing' and can include n fleeing domestic abuse, people g and alcohol addiction, or those fficulties.



CASTLEGATE, CAERPHILLY

This development is a scheme for the construction of houses and apartments on a 3.5 acre site in Caerphilly. When completed in March 2008, the development will provide 48 new homes including 12 one-bedroom apartments, 22 three-bedroom houses and 14 four-bedroom houses.

The entire site is approximately 50 acres in size with a number of private developers also building new homes. In total there will be 500 new homes, accommodation for older people and a nursing home. A doctor's surgery, supermarket and office accommodation will also be built to provide local services to people living in the area.

CAERPHILLY ROAD, CARDIFF

We haven't built any new homes in Cardiff for some time so we are very excited about these properties. All the building work will be finished by December 2006 providing 12 one-bedroom apartments and 6 two-bedroom apartments.



Getting things wrong...

How easy do you find it to make a complaint when we get something wrong?



We monitor the complaints that we receive about the services we provide and try to make sure that we put the problem right and learn from any mistakes we or our contractors may have made.

If you have ever have to contact United Welsh to make a complaint, you will receive a questionnaire afterwards to check your view on how easy it was to complain and how you found the process of complaining. You may even receive a phone call to get your thoughts because your comments and views are important to us. We will not necessarily change our decision but we may be able to improve the way we deal with complaints in the future.

We also get it right - a lot!

We also get many compliments about the services we get right and where our customers have received a service over and above what they expect.

Here are a few recent examples....

Mrs H, Llanederyn

'Everyone of the Quadron team that has ever called to my home has always been polite, has always cleaned up after themselves and was most helpful...'

Ms M, Caerphilly

'Thank you to Derene (Development Administrator) who helped during the purchase of a low cost home ownership property. Thank you, you are a star!'



Mrs M, Thornhill

'The contractors (E&M fencing) did an excellent job, were very polite and worked very hard'

...and getting things right.

Repairs service update

How satisfied are you with the level of repair services you receive?

We have developed a system for measuring the satisfaction levels with the overall quality of the service you receive from a contractor and the quality of work they have completed.

The table below shows the current satisfaction levels for all four contractors between June and August 2006. Remember, the maximum mark is 5, 4 is good and 3 is satisfactory.

Overall average is **4.18** for Quality of Service and **4.21** for Quality of Work

Between 1st June 2006 and 31st August 2006, 3571 orders were issued to all contractors. We received 408 responses (11.43%) to our follow up calls where we asked you about your experience of our repairs service.

Overall satisfaction with the completed repairs was **95%**, which was a dip of 3% from the previous quarter. We are working with our contractor to improve our service to you, particularly in development of an improved appointments system.



Contractor	Quality of work	Quality of service satisfaction
Rowantree Construction	3.82	4.01
Service Total	4.00	4.00
Elyo	4.47	4.25
Quadron	3.92	3.90
PME	4.30	4.20