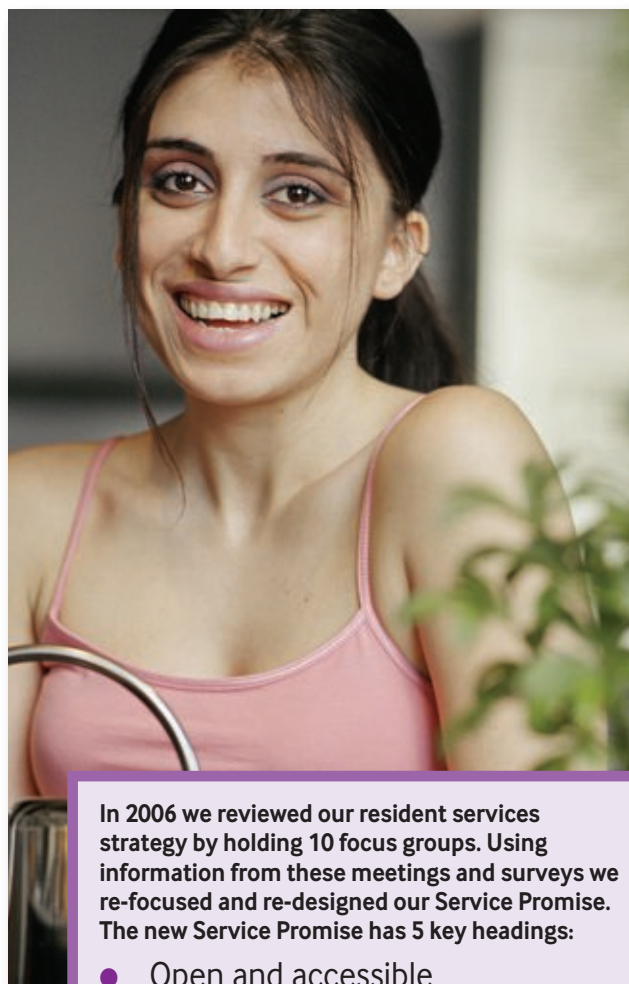


# RESIDENTS ANNUAL REVIEW 2007/08

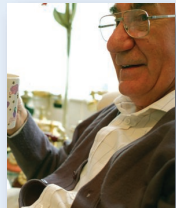
This insert provides a summary of our performance in meeting our Service Promise to residents. This promise applies to the services provided to all general needs and supported housing residents of the entire L&Q Group, with the exception of Tower Homes and former Ujima residents. Next year both Tower and ex-Ujima will be incorporated.




In 2006 we reviewed our resident services strategy by holding 10 focus groups. Using information from these meetings and surveys we re-focused and re-designed our Service Promise. The new Service Promise has 5 key headings:

- Open and accessible
- Maintaining homes
- Moving
- Dealing with anti-social behaviour
- Value for money

## A. Open and accessible.

| WE PROMISE TO:   | MEASURE   | TARGET 07/08                    | OUR PERFORMANCE | MET Y/N           | COMMENT   |
|--|---|---------------------------------|-----------------|-------------------|---|
| 1 Offer residents a range of ways to get involved in developing our services   | Percentage of residents saying they are satisfied that their views are being taken into account   | 60%                             | 57%             | No                | Though performance fell just short of the target, it was comparable to last year (58%). We have reviewed our policy and the 10 ways to get involved so it reflects best practice. New increased target exceeded |
|  | Opportunities for participation in decision making  | 60%                             | 65%             | Yes               |   |
| 2 Make sure that the services we provide are fair and free from discrimination | No significant differences between different groups in relation to: <ul style="list-style-type: none"> <li>● satisfaction with the home</li> <li>● satisfaction with the landlord</li> <li>● satisfaction with maintenance</li> </ul> | Limit differences to within 10% | 8%<br>6%<br>5%  | Yes<br>Yes<br>Yes | All targets achieved   |
|  | Lettings  | Let 30% of homes to BME         | BME Lets 33.3%  | Yes               |   |
| 3 Give you a full written reply to letters/emails within 10 working days       | Percentage of residents who are satisfied with speed of response  | 95%                             | 95%             | Yes               | Target met  |
| 4 Resolve any complaints swiftly   | Percentage of complaints resolved within 10 days  | 90%                             | 93%             | Yes               | Target exceeded   |

## B. Maintaining Homes

| WE PROMISE TO:  | MEASURE  | TARGET 07/08 | OUR PERFORMANCE | MET Y/N | COMMENT   |
|---|--|--------------|-----------------|---------|---|
| 5 Complete your repairs within the target time and to acceptable standards                    | Percentage of repairs completed on time in each category                       |              |                 |         | All targets have been achieved and represent our best ever annual performance  |
|   | Cat 1  | 95%          | 98%             | Yes     |   |
|   | Cat 2  | 92%          | 96%             | Yes     |   |
|   | Cat 3  | 92%          | 96%             | Yes     |   |
|   | Percentage of residents satisfied with last repair                             | 82%          | 82%             | Yes     |   |
| 6 Make and keep appointments for all repairs and any inspections carried out by our surveyors | Percentage of appointments made  | 90%          | 83%             | No      | Although we fell short of the target, our performance has improved by 10% on last year  |
|   | Percentage of appointments kept  | 90%          | 87%             | No      | We marginally fell short of the target by 3%. Our performance is consistent with last year  |
| 7 Consult you throughout any planned major repairs to your home                               | Percentage of residents satisfied with consultation during planned maintenance | 85%          | 78.5%           | No      | late 2007 we introduced new procedures that focused on consultation. Our performance has since improved by over 25%, so we are moving in the right direction.     |

## C. Moving

| WE PROMISE TO:   | MEASURE   | TARGET 07/08 | OUR PERFORMANCE           | MET Y/N | COMMENT   |
|--|---|--------------|---------------------------|---------|---|
| 8 Assess within ten working days any application you make to move home | Percentage of non medical applications assessed within ten days   | 75%          | Less than 10 days = (52%) | No      | We will be improving reports in this area which will allow us to monitor more effectively and improve performance       |
| 9 Offer a range of opportunities to move home                          | Percentage of residents satisfied with opportunities for mobility | 50%          | 23%                       | No      | We have launched a new "moving options pack" this year and signed up to two mutual exchange schemes to promote mobility |

## D. Dealing with Anti-Social Behaviour

| WE PROMISE TO:  | MEASURE  | TARGET 07/08 | OUR PERFORMANCE              | MET Y/N | COMMENT   |
|---|--|--------------|------------------------------|---------|---|
| 10 Make an initial assessment within three working days of reports of anti-social behaviour | Percentage of assessments made in stated time              | 75%          | 66.5% assessed within 3 days | No      | Calls are now routed through L&Q Direct which should lift our performance   |
| 11 Provide a summary of our investigation into your case                                    | Percentage of residents who acknowledge receipt of summary | 60%          | 33% (41% – 2007)             | No      | We reviewed our policy and procedure in 2008 and will be making changes to our IS system to help us meet future targets. An ASB forum was set to help our approach. |

## E. Value for Money

| WE PROMISE TO:   | MEASURE  | TARGET 07/08 | OUR PERFORMANCE | MET Y/N | COMMENT         |
|--|--|--------------|-----------------|---------|-----------------|
| 12 Ensure value for money for rent and service charges | Percentage of residents satisfied with value for money | 70%          | 70%             | Yes     | Target achieved |