

	1st April 2007 to 31st March 2008	1st April 2008 to 31st March 2009	Performance against target	Target
Rent collected	99%	100%		99.5%
Percentage of telephone calls answered	89%	90%		92%
Repairs completed on time	97%	97%		97%
Reletting empty properties	42 calendar days	44 calendar days		23 calendar days
Number of homes without a valid gas certificate	9 we were not given access to these properties in time	10 we were not given access to these properties in time		Nil properties
Satisfaction with response to complaints	71%	94%		85%

Satisfaction with the service

Thank you to everyone who has completed one of our satisfaction surveys over the year. At the end of 2008 we conducted an in-depth survey to find out just how satisfied you were with our services. Over 800 people took the time to share their thoughts with us and we are delighted with the results. You have told us that you continue to be very satisfied with the way we deliver the services. Four of the key results are shown below:

Key questions	Survey results	How we compare with other housing associations
Overall satisfaction with Spire Homes	87%	
Overall satisfaction with the repair service	97%	
Satisfaction with views being taken into account	74%	
Satisfaction with the quality of your home	88%	

Our performance 1 April '08 - 31 March '09

Your feedback really counts

You told us in the in-depth survey that repairs and maintenance, overall quality of your home and value for money for your rent were your 3 most important issues.

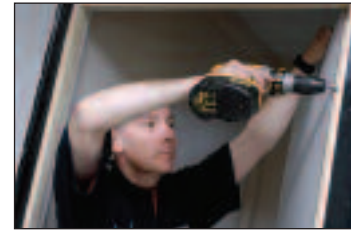
Below are the results from the survey relating to our repair service. Satisfaction levels on average increased by 7% from the last time we did our in-depth survey three years ago.

Attitude of worker	97%
Keeping dirt & mess to a minimum	95%
Being told when workers would call	92%
Overall quality of repair work	91%
Speed with which work was completed	91%
Time taken before work started	90%

71% of you made contact with Spire Homes during the previous year with 93% contacting us by phone. You advised us you were very happy with the responses you get from our staff. Again, the satisfaction levels had increased since the last survey 3 years ago

Spire Homes is easy to contact	97%
It was easy to get hold of the right person	85%
Staff were helpful	90%
Staff were able to deal with the problem	83%
Satisfied with the outcome of contact	78%
Satisfied with how enquiries are dealt with	89%

Our Performance Scrutiny Group, which involves staff and tenants have been involved in producing this leaflet. If you would like to get involved in the work of the group or would like to know more about how we are performing, please get in touch with us.



Text us on 447797 800 062

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