

# Our promises, your services

The services you can expect from East Thames

East Thames and our three subsidiaries, East Homes, East Living and East Potential, want to give you high quality services that meet your needs. So we monitor our services all the time – always looking for new ways to improve and set new standards. And we have involved residents in setting the standards and checking this performance. Here you will find the latest information on how we are performing against the standards we have set.

## HOW WE'RE DOING – END OF QUARTER Two 2011/12

Our promise	The standard we're trying to achieve	How we're doing – Quarter 2 2011/12
<b>General behaviour of staff and contractors</b>		
We will wear our name badge and clearly give our name when on the phone to customers.	95% of staff using phone greeting	No data in quarter 2 Resident mystery shopping to start in Quarter 3
We will: <ul style="list-style-type: none"> <li>• Be professional and approachable</li> <li>• Listen to you and respond to your needs</li> <li>• Treat you personally and find the best way to get in touch with you.</li> <li>• Make sure our staff are trained to deal with your queries or to know who can best do so.</li> </ul>	85% of residents say staff show a positive attitude	No data in quarter 2 Resident mystery shopping to start in Quarter 3
<b>Answering the phone</b>		
We will answer our phones during office hours and only use answer phones when we really have to. If you do have to leave a message, we will return your call by the next working day.	90% calls answered in 20 seconds. Less than 5% calls abandoned after 20 seconds	90.4% 2.2%
	Less than 10% calls go to voicemail	No data in quarter 2 Resident mystery shopping to start in Quarter 3
	85% voicemail messages answered within one working day	No data in quarter 2 Resident mystery shopping to start in Quarter 3

Our promise	The standard we're trying to achieve	How we're doing – End of Quarter 2 2011/12
<b>Responding to letters and emails</b>		
We will acknowledge your letter or email within three working days and answer it within ten working days.	90% letters responded to in 10 days	95.6%
<b>When you visit reception</b>		
During office hours you will be able to speak to a member of staff who can help you.	90% of queries resolved at first contact by Front of House	97.2%
We will see you within five minutes of the time of your appointment.	95% visitors with an appointment seen within 5 minutes	Not measured by Front of House
If you do not have an appointment, you should not have to wait longer than ten minutes to see a member of staff who can sort out your query. If you want us to visit you at home, you can contact us for an appointment.	95% visitors without an appointment seen within 10 minutes	95% (Front of House only)
<b>Home improvements</b>		
We will make sure that by April 2010 all our properties, other than those where we have planned major works, meet the government's Decent Homes Standard.	100% to achieve Decent Homes standard	98.8%
We will check every year that your gas appliances are safe.	100% homes with a CP12 gas safety certificate	100%
<b>Repairs</b>		
We will complete your repair the first time we visit you and if this is not possible we will let you know why and keep you updated on what is happening.	70% of repairs completed on the first visit. (Source: Post experience surveys)	65.9%
We will complete your repair within set timescales: <ul style="list-style-type: none"> <li>• 24 hours for emergency repairs</li> <li>• 5 calendar days for urgent repairs</li> <li>• 21 calendar days for routine repairs</li> </ul>	97% of repairs completed within the described timescales.	96.5%
We will make an appointment for all urgent and routine repairs. If we are unable to keep the appointment, we will call you and fix another date and time.	95% of appointments made 80% of appointments kept (Source: Post experience surveys)	96.1% 90.7%

<b>Our promise</b>	<b>The standard we're trying to achieve</b>	<b>How we're doing – End of Quarter 2 2011/12</b>
We will ensure contractors and staff meet a code of conduct: <ul style="list-style-type: none"> <li>• They will introduce themselves, with identification, and tell you the reason for their visit</li> <li>• They will treat you and your home with respect.</li> <li>• They will clean up at the end of the day or when they finish the job</li> <li>• They will follow health and safety guidance.</li> </ul>	Contractors staff to display their identification badge when they visit you (Source: Post experience survey)	85.4%
	Contractors to clean up at the end of the day or when they finish the job. (Source: Post experience survey)	92.8%
<b>Moving in</b>		
We will prepare empty homes to a standard agreed with tenants' representatives – known as our letting standard.	85% of new tenants say they are satisfied with condition of new home.	64.7%
We will ensure empty homes are let quickly and not empty for too long.	100% of general needs and supported housing to be re-let within 24 days.	27.5 Days
We will visit you or meet with you within eight weeks of moving in if you are a new tenant.	90% of new tenants to receive a visit from the neighbourhood manager within 8 weeks of moving in.	84.4%
<b>Rent services</b>		
We will send you a rent and service charge statement at the end of each quarter and at other times if you ask for one.	100% compliance on providing your rent statements and information about rent.	100%
We will explain how we work out your rent and service charges each year.		100%
We will give a month written notice to let you know about any changes in the rent you pay.		100%
We will give confidential advice if you need help in calculating and obtaining housing benefit.		100%
We will help you with appropriate advice if you have problems paying your rent or service charges.		100%

Our promise	The standard we're trying to achieve	How we're doing – End of Quarter 2 2011/12
<b>Involving residents</b>		
We will offer you a range of ways you can help shape our services, improve the area you live in or set and monitor standards.	65% of estates inspected with residents s	64.4%
We will advertise Board, committees and advisory groups' vacancies in Street by Street and on our website and we will help you to become an active member.		
We will let you know how residents' views have helped us improve our services.	72% of residents satisfied that their views have been taken into account	69.7%
We will review with you the effectiveness of our Resident Involvement Strategy.		
<b>Information we provide</b>		
We will provide information for residents: <ul style="list-style-type: none"> <li>• Factsheets to explain our services and your responsibilities</li> <li>• A regular resident newsletter (on tape if you prefer)</li> <li>• An annual report about our performance</li> <li>• Regularly update our websites</li> </ul>	70% of residents say East Thames is good at keeping them informed about things which might affect them.	75.7%
<b>Complaints</b>		
We will accept your complaint in writing, by telephone, fax, email or in person at any of our offices.	55% of residents satisfied with the action taken or proposed by East Thames.	22.2%
We will give you a complaints form if you ask for one and will make sure you can get these from our offices or on our website.		
We will respond in full and address the issues you have raised within 21 days.	95% of complaints are responded to in our timescales.	98%
<b>Dealing with anti-social behaviour (ASB)</b>		
We will get in touch with you to talk about what's happened and keep in touch with you about what's happening and collect evidence at every stage.	98% of serious cases of ASB to be responded to within 24 hours. 80% of all other cases of ASB responded to within 3 days.	100% 95.2%
We will agree with you on the next steps for your case.	60% of residents satisfied with the way East Homes handled their report of ASB	46.1% Year to Date