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Monthly
April 2009 to March 2010**







































































	Cestria Care	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Target 2009
CC1	Answer Alarms calls within 60 seconds													98.0%
CC2	Upon receipt of a request to demonstrate the Cestria Care Service will contact you to arrange a suitable appointment within 24 Hrs.													100.0%
CC3	Link you with Cestria Care Service within five days of receiving a request (providing there is a suitable BT socket and electrical socket)													100.0%
CC4	Respond to faults the next working day and provide replacement equipment as required													100.0%
CC5	Respond to genuine emergency alarm calls within 60 minutes and provide a 24 hr service.													100.0%

























	Customer Services	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Target 2009	
C1	Answer all telephone calls to our office within 30 seconds													100%	
C2	Acknowledge all written correspondence requiring a response, within 3 working days of receiving them and send you a detailed reply within 10 working days. If we are not able to do this, we will let you know and tell you when you can expect a full reply.	Present systems are unable to collect this data. We are currently developing the intranet facility to capture this data.													100%
C3	Acknowledge receipt of complaint within 3 working days	The introduction of a complaints database incorporated onto the Cestria Intranet system will enable monitoring of all complaints against standards. It is envisaged that the database will be operational from Quarter 3 onwards.					-	-	-	-	-				100%
C4	Formally respond to your complaint within 10 working days													100%	











































	Customer Services	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Target 2009
RI1	Hold 9 reference Group meetings per year													100%
RI2	Provide a feedback report to each member of the Reference Group within 10 days of each meeting, and post feedback reports on our website within 10 days of each meeting.					-								10 days
RI3	Report on a quarterly basis how much we spend per household on resident involvement.	-	-		-	-		-	-		-	-		100%

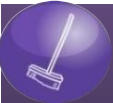

































































	Asset Management/Leasehold management	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Target 2009
A1	Send out application packs for Right to buy within 3 working days of receiving the request													100%
A2	Acknowledge received Right to Buy application within 5 working Days													100%
A3	After telling you that you have the Right to Buy, give you details of the sale price and terms and conditions of the sale within 8 weeks for freehold properties or 12													100%
A4	Tell you whether or not you have the Right to Buy within four weeks of receiving your application.													100%
A5	Consider Right to First Refusal offers within 7 working days													100%
A6	Carry out home visits within 7 working days of request.													100%






























































	Asset Management/Leasehold management	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Target 2009
L1	We will give you an invoice for your service charge every year. Your service charge invoice will explain the individual charges.	-		-	-	-	-	-	-	-	-	-	-	Send out Yearly Invoice





























































	Building Services	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Target 2009
BS1	Respond to all emergency repairs within 24hrs													100%
BS2	Respond to all urgent repairs within 3 calendar days													100%
BS3	Respond to all routine repairs within 25 calendar days													100%
BS4	Achieve 90% overall satisfaction with the responsive repairs service	-	-							-				90%
GS1	Contact you at least 1 week before your annual service IS due and book an appointment													100%
GS2	Ensure quality of the work carried out through our Quality Control procedures by carrying out a 10% post inspection of all work completed.													10%


























































	Building Services	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Target 2009
GM1	Apply week killer to public foot paths 3 times per year	-	-	-	-	-			-	-	-	-	-	3 times
GM2	Ensure all the grassed areas owned by Cestria care cut on a 10 day cycle								-	-	-	-	-	100%
GM3	Keep Grass cut between a minimum 17mm and a max of 75 mm								-	-	-	-	-	100%
GM4	Provide a Tenants Gardening Service to those who cannot maintain their own gardens.	-	-	-	-	-	-	-	-	-	-	-	-	100%
GM5	Achieve 90% satisfaction overall with the Grounds Maintenance Standard.								-	-	-	-	-	90%

	Finance	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Target 2009
IM1	Send you a rent statement every three months	-		-	-	-		-	-		-	-		3 Per year
IM2	Give you at least 4 weeks notice of the annual rent increase	-	-	-	-	-	-	-	-	-	-	-		28 days Notice of Rent Increase
IM3	Credit payments you make to your rent account within 3 working days													100%
IM4	Order you a new Allpay card within 3 working days of request													100%
IM5	Send you a Direct Debit mandate within 3 working days of request													100%

	Housing Services	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Target 2009	
ASB1	Acknowledge to a complaint of ASB within 3 working days and respond within 5 working days													100%	
ASB2	Interview you within 24hrs if it involves a hate crime or serious anti-social behaviour.	Unable to collect this data as nothing is in place to say if an interview took place within 24hrs. We are developing SX3 to be able to extract the data.				-	-	-	-						100%
ES01	Acknowledged written complaints about your estate within 3 working days.													100%	
ES02	Secure abandoned properties within 24 hrs													100%	
ES03	Report abandoned cars within 24hrs of receiving the complaint													100%	
ES04	Arrange for the removal of racist and/or hate related graffiti wherever possible within 24hrs and other graffiti within 5 working days													100%	

	Housing Services	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Target 2009
ESO5	Acknowledge all requests regarding your tenancy within 3 working days and respond within 10 working days													100%
ESO6	Make a decision within 20 working days when you request a succession or an assignment of the tenancy.													100%
ESO7	Make a decision within 20 working days when you request to make an alteration to your home , if no additional information/approval from another agency is required.													100%
ESO8	Make a decision within 42 working days when you request to exchange your home with another tenant													100%
ESO9	Publish the estate walkabout feedback report within 10 working days of the inspection on the website, and to all participants of the walkabout.													100%

	Technical Services and Adaptations	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Target 2009
AD1	Complete major adaptations within 90 days from date of referral													100%
AD2	Complete minor adaptations within 28 days from date of referral									-				100%
AD3	Give 2 weeks notice prior to work commencing	-	-	-	-	-	-	-		-	-	-	-	100%
AD4	Carry out a sample quality check on work completed - Building Services only													100%
AD5	Complete an occupational Therapist assessment within 28 days of request													100%
AD6	Ensure customers satisfaction is to be above 95%		-											100%

	Technical Services and Adaptations	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Target 2009
TS1	Advise you of details of your work 6 weeks prior to work starting													100%
TS2	Install doors & windows within 2 working days from work starting									-	-	-	-	100%
TS3	Install heating within 5 working days from work starting													100%
TS4	Install kitchen and bathrooms within 15 working days from work starting													100%
TS5	Ensure customer satisfaction to be above 95%													95%