



Quality Performance Statistics

1st January – 31st December 2010





Quality & Environmental Performance Statistics

1st January – 31st December 2010

	Target	Actual
Budget Control	0.5%	0.16%
Calls answered within 4 rings	85%	92%
Client satisfaction	80%	91.8%
Complaints received	0	0
Complaints closed on time	100%	-
Defects closed on time	90%	91.6%
Defects per property	1	1.7
Non-conformities	0	0
Reportable Accidents	0	2
Waste Recovery	75%	94.4%



Quality Performance Statistics - Defects

1st January – 31st December 2010

End Result	%
Valid	67.6%
Not Valid - No problem found	6.3%
Not Valid - Resident/Landlord Serviceable Item	4.6%
Not Carried Out - Unable to Contact Resident	4%
Not Valid - Work Not Required	3%
Work Carried Out but Problems Gaining Access	3%
Not Carried Out - No Access when Visited	2.3%
Not Valid - Resident Required Instruction	1.5%
Resident Damage	1.5%
No response from H/A With Further Information	1.1%
Logged During Christmas Shutdown	1.1%
Not Valid - Item not on Handover Snagging List	1%
Vandalism	0.9%
No Access - Carried out on Further Visit	0.5%
Not Valid - Housing Association to Attend	0.5%
Not Valid - Fault not Caused by Our Equipment	0.4%
Not Valid - Not Carried Out	0.3%
NV but Callout Cancelled by HA before Actioned	0.2%
Not Valid - Act of Nature	0.1%
Not Valid - Faulty Resident Appliance	0.1%
Theft	0.1%
Faulty part supplied by H/A	0%
Not Valid - Resident Loss	0%
Resident Abusive - Work carried out	0%
Not Carried Out - Resident Abusive	0%



INVESTOR IN PEOPLE





Priority	Total	% OT
Site Visit	329	99.1 %
End of Defect	614	100 %
7 Days	986	94.7 %
3 Days	250	82.4 %
24 hrs	799	82.1 %
14 Days	21	90.5 %

Overdue Reason	Total	%
Contractor	187	76.3%
Part Required	30	12.2%
Access Problems	25	10.2%
Closed for Christmas	3	1.2%