

**WESTLEIGH
ARE
BUILDING
THE
FUTURE.**

Quality Performance Statistics

September – December 2007



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Quality Performance Statistics

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We are pleased to release this months Quality Performance Statistics, which are provided in accordance with our Customer Care Charter and ISO 9001 Quality Management System accreditation.

	June – August 2007	2007 YTD
Client satisfaction (avg %)	84%	
Complaints received	1	8
Complaints closed	1	8
Closed on time	1	75%
Non-conformities raised	1	3
Defects raised	716	2,555
Defects closed	664	2,463
Non-valid defects	32.8%	37.7%
Defects closed on time	91.1%	94.1%
Average defects per property	0.7	1.7
Project budgetary control YTD	-0.1%	
Reportable accidents	0	4
Calls answered within 10 seconds	88%	

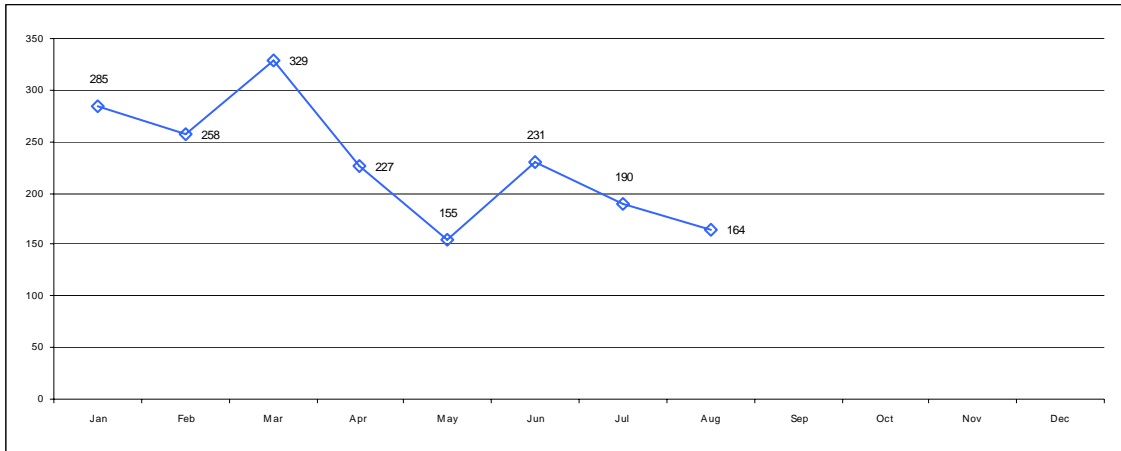
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The above statistics are provided for information purposes only, and whilst every effort has been taken to ensure the accuracy of these statistics, the company accept no liability of any kind where errors are found to exist.

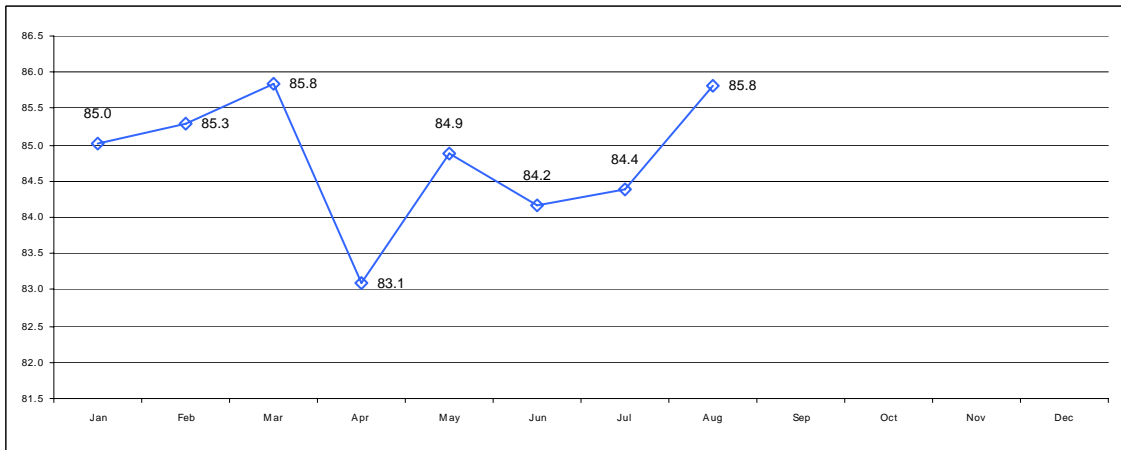


Graphical Overview

Defects Raised



Telephone Calls - Calls answered within 10 seconds



Quality Performance Statistics

Information Key & Source Explanation

The quality performance statistics displayed herein are provided as part of our Customer Care Charter's commitment to transparency. Whilst the figures provide invaluable information, they also provide benchmarks trends from which the company continually strive to improve upon.

Client Satisfaction

Following completion of each project, the client representative is asked to complete an appraisal questionnaire which reviews their opinions on a number of key factors based upon the commitments made by Westleigh. The scores from these questionnaires are collated and represented as a satisfaction percentage.

Complaints

Any formal complaints that are received and dealt with by the Quality Assurance Manager are reviewed and recorded as part of the performance statistics.

Non-Conformities

Where, during internal or on-site quality audits, deviations from documented quality procedure are located, these are recorded as non-conformities and have subsequent investigation and corrective and preventative actions implemented.

Defects

Utilising the web-based Defect Management System, numerous statistics are available relating to issues raised with properties during the contractual defects period. A non-valid defect is one which relates to a reported issue that Westleigh bear no responsibility, ie occupier damage, vandalism, occupier serviceable items.

Project Budgetary Control

This percentage figure relates to the difference between the original estimate and the actual costs incurred in completing of the project.

Reportable accidents

Westleigh take Health & Safety extremely seriously and take all steps to ensure the wellbeing of its employees, subcontractors and visitors alike. From time to time, accidents do happen, and reportable accidents are those which we are bound by law to inform the Health & Safety Executive.

Telephone calls

Call handling performance statistics are logged and monitored by a powerful software application, thereby enabling Westleigh to accurately monitor those against our Customer Care Charter commitment of "aiming to answer calls within 10 seconds".

Property Defects – Statistical Overview

01 June 2007 – 31st August 2007

Result	Total	%
Valid	347	62.5%
Not Valid - No problem found	33	5.9%
Work Carried Out but Problems Gaining Access	31	5.6%
Not Valid - Item not on Handover Snagging List	23	4.1%
Not Valid - Resident/Landlord Serviceable Item	21	3.8%
Not Carried Out - Unable to Contact Resident	20	3.6%
No response from H/A With Further Information	17	3.1%
Vandalism	12	2.2%
Not Carried Out - No Access when Visited	11	2%
Resident Damage	9	1.6%
Not Valid - Housing Association to Attend	7	1.3%
Not Valid - Work Not Required	6	1.1%
Not Valid - Fault not Caused by Our Equipment	5	0.9%
Not Valid - Act of Nature	5	0.9%
No Access - Carried out on Further Visit	4	0.7%
Not Valid - Faulty Resident Appliance	2	0.4%
Theft	1	0.2%
Not Valid - Resident Required Instruction	1	0.2%

Priority	Total	Closed	Prop	AC	OT	% OT
Site Visit	79	78	51	6	75	96.2 %
End of Defect	62	37	34	2	37	100 %
7 Days	219	218	118	2	212	97.2 %
3 Days	52	52	41	1	49	94.2 %
24 hrs	164	162	119	0	143	88.3 %
14 Days	9	8	9	3	8	100 %

Overdue Reason	Total	%
Contractor	22	73.3%
Part Required	6	20%
Access Problems	2	6.7%

Property Defects – Statistical Overview

YTD - 01 January 2007 - 31 August 2007

Total	Closed	Non-Valid	Closed On-Time
1839	1788	39.7%	95.3%

Result	Total	%
Valid	1079	60.3%
Work Carried Out but Problems Gaining Access	158	8.8%
Not Valid - No problem found	91	5.1%
Not Valid - Resident/Landlord Serviceable Item	73	4.1%
Not Valid - Item not on Handover Snagging List	71	4%
No response from H/A With Further Information	55	3.1%
Not Carried Out - Unable to Contact Resident	47	2.6%
Resident Damage	42	2.3%
Not Valid - Work Not Required	37	2.1%
Not Carried Out - No Access when Visited	33	1.8%
Vandalism	23	1.3%
Not Valid - Act of Nature	19	1.1%
Not Valid - Housing Association to Attend	17	1%
Not Valid - Fault not Caused by Our Equipment	14	0.8%
No Access - Carried out on Further Visit	11	0.6%
Not Valid - Resident Required Instruction	7	0.4%
Not Valid - Faulty Resident Appliance	4	0.2%
Not Valid - Not Carried Out	3	0.2%
NV but Callout Cancelled by HA before Actioned	2	0.1%
Resident Abusive - Work carried out	1	0.1%
Theft	1	0.1%

Priority	Total	Closed	Prop	AC	OT	% OT
Site Visit	250	249	146	5	243	97.6 %
End of Defect	149	105	79	11	105	100 %
7 Days	736	733	296	2	714	97.4 %
3 Days	152	152	118	1	139	91.4 %
24 hrs	524	522	301	0	476	91.2 %
14 Days	28	27	26	3	27	100 %

Overdue Reason	Total	%
Contractor	61	73.5%
Part Required	13	15.7%
Access Problems	9	10.8%

Housing Defects – Not Valid % Statistical Overview

YTD - 01 January 2007 - 31 August 2007

