

Quarterly Customer Performance Report April - June 2010



Introduction

Gentoo Sunderland owns and manages nearly 30,000 homes and employs over 800 staff across the City. The variety of services we provide for our customers is diverse – from tackling anti-social behaviour to carrying out repairs and maintenance.

We are committed to providing high quality services focused on the needs of our customers. During the course of the year we gather information about the services we deliver to ensure we are meeting our service level commitments and exceeding our customer's expectations.

Each quarter we produce reports which focus on the performance of our key service areas, how much rent we have collected and how we have re-invested it.

This information is presented to our Management Committees and to our Customer Panels who monitor our performance and ensure we are accountable.

Gentoo Sunderland customers have helped us to prepare this report by giving us feedback on what information should be included and how the information should be presented.



I hope you enjoy reading this performance report and would be delighted to hear what you have to say about it. Just contact my Head of Customer Service, Karen Faulkner on (0191) 525 5000 or e-mail karen.faulkner@gentoo Sunderland.com with your comments or suggestions or for information you would like to see in future reports.

Ian Porter
Managing Director
Gentoo Sunderland



Contents

Customer Care	Page 4
Investing in Your Home	Page 5
Neighbourhood Safety	Page 6
Income Management	Page 7
Finding a Home	Page 8
Repairs and Maintenance	Page 9
Tenancy and Estate Management	Page 10
Telephone and Internet Performance	Page 11

Customer Care

All staff within Gentoo Sunderland are responsible for delivering an exceptional standard of customer care.

To ensure we achieve this, Gentoo Sunderland has a dedicated Customer Service Team who regularly monitor, measure and test our performance to ensure service standards are being met and to identify areas requiring improvement.

In addition to this, Gentoo Sunderland use customer feedback in a number of ways including compliments

and complaints to monitor performance and customer satisfaction.

Customers can make a complaint about a service received by telephone, letter, in person or via the Gentoo Sunderland website.

The table below details the complaints received this quarter and our performance in responding to them.



April - June 2010

Number of complaints received	269 (156 formal and 113 informal)
Percentage acknowledged within five working days	99.4%
Percentage responded to within 15 working days	98.1%
Top three service areas for complaints	<ol style="list-style-type: none"> 1. Repairs and Maintenance 2. Neighbourhood Issues 3. Choice Based Lettings

Did you know?

In 2009/10, we held 1,517 different events for customers to get involved, achieving 1,651 different outcomes. These include service improvements, making decisions together and improving customers' skills and knowledge.

Investing in Your Home

Good quality homes are important for the health and wellbeing of the occupants whilst also promoting and creating sustainable communities.

All social housing providers have been challenged by the Government to meet the Decent Homes Standard by 2012.

A decent home is one which:

- Meets the current statutory minimum standard of housing
- Is in a reasonable state of repair
- Has reasonably modern facilities and services

- Provides a reasonable degree of thermal comfort

Gentoo Sunderland met this Government target in 2005 and has since gone above and beyond the requirements of the standard by investing additional money to improve the quality of our housing within Sunderland, a promise we made to our customers after stock transfer in 2001.

Since the stock transfer we have invested £452 million on improvements to our housing.

As of March 2010 we have modernised 24,750 homes, which means Gentoo



Sunderland are on schedule to keep the promise made to customers in 2001, to have all properties modernised to Amenity Standard A by 2011.

Spend up to the end of June 2010	£459,400,000
Spend this quarter	£5,345,000
Satisfaction with service received	88.8%



Did you know?

We have improved the thermal efficiency of over 1,200 homes, replaced over 1,400 boilers and carried out painting programmes to 1,625 properties to date.

Neighbourhood Safety

Gentoo Sunderland have a designated Neighbourhood Safety Team who are responsible for dealing with and responding to all reports of Anti-Social Behaviour, (ASB). This includes early intervention practices such as parenting agreements and mediation through to taking legal action in the form of Possession Orders and Anti-Social Behaviour Injunctions.

The team also provides victims of Anti-Social Behaviour with tailored support packages along with offering diversionary activities

for our younger customers. These activities are designed to reduce youth disorder and Anti-Social Behaviour within your neighbourhoods.

The Neighbourhood Safety Team aim to ensure all customers feel safe within their neighbourhoods and monitor their performance closely, this table shows just how successful the team have been this quarter:



April - June 2010

Total number of reports received	138
Number of cases resolved	128
Number of ASB Injunctions issued	1
Number of Notices of Seeking Possession issued	29
Number of Postponed Possession Orders issued	2
Number of Appropriate Behaviour Agreements made	5
Number of Victim Support cases opened	29
Number of Victim Support cases closed	18
Partnerships with agencies providing diversionary activities	5
Customer satisfaction with level of Victim Support service received	100% Just right
Referrals to Unite Mediation Service	16
Percentage of Anti-Social Behaviour Complaints contacted with 24 hours	96%

You said

You would like information on all youth diversion activities in your area.

We did

We now advertise these activities on our plasma screens located in all local area offices. We also use our other publications, such as Wear Living to communicate additional activities such as Youth Villages.

Income Management

This section details how much rent we have collected this quarter from our current and former customers.

In 2008 Gentoo Sunderland carried out a STATUS Survey which identified that 82.6% of our customers thought their rent represented fairly good or very good value for money.

The collection of rents allows Gentoo to supply and deliver

the services we provide to our customers such as repairs and grounds maintenance, home improvements, managing homes and neighbourhoods and providing specialist support (for example Victim Support to victims of Anti-Social Behaviour).



Gentoo Sunderland are members of a financial inclusion partnership called Libra. This partnership brings together a variety of voluntary and not-for-profit organisations. The purpose of this partnership is to provide support to customers, regardless of their status or background, to enable them to access financial services and provide information to those experiencing financial difficulty. For more information please visit www.librasunderland.co.uk.

April - June 2010

Rent collected	£23,890,049
Rent collected as a percentage of rent due	96.5%
Void loss as percentage of rent debit	1.5%
Total current tenant arrears as a percentage of rent debit	2.7%
Former tenant arrears cash collected	£63,988

Fact

During 2009/2010 our income teams collected over £106,526,000 to reinvest in our homes and communities.

Finding a Home

Gentoo Sunderland allocates its available properties through the following routes:

Choice Based Lettings - is how we advertise our available properties in our offices and on our website: www.gentoo Sunderland.com.

Direct Allocations - of properties are made for applicants with a specific need to move, for example:

Applicants who have mobility difficulties and require an

adapted property.

Applicants who are living in a regeneration area.

Nominations - require the Group to provide to Sunderland City Council a percentage of properties that become available. Sunderland City Council then refer applicants who meet set criteria to Gentoo Sunderland as prospective tenants.

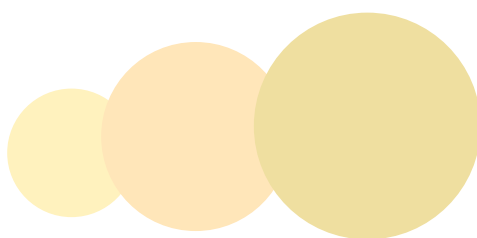
The table shows our performance including the



number of homes allocated via the three different routes.

April - June 2010

Number of properties advertised through Choice Based Lettings	289
Number of properties allocated by Direct Allocations	207
Number of properties allocated by Nominations	90
Number of expressions of Interest received for advertised properties	44,695
Time taken to relet a property	17.2 days
Percentage of customers very or fairly satisfied with lettable standards	92.3%



You said

You would like to know which properties will be coming available through Choice Based Lettings.

We did

Coming Soon lists - We now make available to our customers information of which properties will be coming available and the route they will be allocated.

Repairs and Maintenance

Gentoo Sunderland have a legal duty to carry out certain repairs to our properties and to maintain your home to a safe and suitable standard. We operate a priority repairs system which consists of:

- Emergency Repairs which require work within 24 hours. This includes repairs which if neglected may cause harm to the occupants, property or neighbouring households, for example water on electrics.
- Urgent Repairs whilst not as serious as Emergency repairs these do require attention within 7 days, for example damage to upstairs windows.
- Routine Repairs these are repairs which will be completed within 31 days. Most repairs fall within this category.

This priority system ensures that the most critical repairs are dealt with first and it also allows us to allocate



appointments to carry out all routine repairs. Gentoo has set targets for the amount of repairs completed on time within each priority category. The table shows how we performed this quarter.

April - June 2010

Total number of Emergency Repairs completed	6,626
Total number of Urgent Repairs completed	6,852
Total number of Routine Repairs completed	14,916
Percentage of Emergency Repairs completed on time	99%
Percentage of Urgent Repairs completed on time	96%
Percentage of Routine Repairs completed on time	91%
Customers fairly or very satisfied with service received	90%

Did you know?

We have worked with the Tyne and Wear Fire and Rescue Service to improve our fire safety procedures for all our low rise apartment blocks.

Tenancy and Estate Management



Gentoo Sunderland has dedicated teams of Neighbourhood Housing Managers who look after Tenancy and Estate Management across the City.

They are responsible for:

Tenancy Management:

They provide advice and information to customers on their Tenancy Agreement, which includes guidance on rights and responsibilities.

They also deal with tenancy breaches, such as untidy gardens, general care of property and covenant issues.

These are restrictions imposed on a property that has been sold by Gentoo but are still enforceable under Covenant Consent guidance.

Neighbourhood Housing Managers deal with all informal breaches, which are issues identified with a tenancy or property whereby the customer is given a chance to resolve the issue before further formal tenant breach action is taken.

Estate Management:

They inspect and manage open land identifying and reporting any issues such as fly tipping or litter. They inspect and manage

all communal areas and deal with the management, appearance and security of properties and estates.

Gentoo Sunderland has set up Neighbourhood Plans across each of our 98 estates, which clearly set out how Tenancy and Estate Management will be carried out. The table below displays how many Tenancy and Estate Management issues were identified by the Housing Management teams for this period.

April - June 2010

Estate Management activity identified

Number recorded

Estate Management activity identified	Number recorded
Graffiti	192
Vandalism	145
Fly tipping	524
Grounds maintenance issues	929
Repairs issue	1116
Housing Management and tenancy breach issues	939
Issues for council to resolve	647
Informal breaches	1412
Owner occupier covenants issues	117
Communal areas cleaning issues	123
Tenancy breach issues Identified	390

Did you know?

During 2009/10 we carried out 7,551 estate inspections. These help us to keep your neighbourhoods clean and safe.

Telephone and Internet Performance

All inbound calls to Gentoo are received via the Group's Customer Service Centre. They assess the customer's enquiry and will either respond immediately or pass the call to the right person. We have set targets for answering your calls, these are:

- At least 80% of calls will be answered within 20 seconds.
- Less than 10% of calls will go to voicemail.

- Less than 10% of calls will be abandoned.

These service standards ensure our staff are able to deal with as many calls as possible, however customers can also contact us via e-mail through our website: www.gentoo Sunderland.com

We monitor the use of our website to ensure our new and returning customers are able to navigate around the site with ease and are only ever three clicks away from



obtaining the information required. The table below shows how well used and accessed our website is

April - June 2010 Telephone Performance

	Sunderland Area Offices	Repair Depots
Number of calls	36,207	33,190
Percentage of calls handled within 20 seconds	86%	92%
Percentage of calls picked up by voicemail	1.5%	0.5%
Percentage of calls abandoned within service level	1.8%	2.4%
Average call waiting time	14.1 seconds	10.7 seconds

Internet Performance - Gentoo Sunderland

Number of customers visiting websites	66,219
Number of page views	163,873
Average number of pages viewed per visit	2.5
Average amount of time spent on the website	2 minutes 7 seconds
Type of customer visiting site	56% new visitors and 44% returning visitors

Office Traffic

Neighbourhood Housing Manager interviews	20,642
Interviews seen within 20 minutes	99.7%
Number of cash transactions	211,714
Cash taken in local area offices	£9,000,000

Did you know?

You can now make use of the repairs free phone, situated in all our local area offices not only to report a repair, but to also speak to other members of staff.

Further details

For further details on any of the information contained in this Quarterly Customer Service Report please contact Karen Faulkner, Head of Customer Service on (0191) 525 5000 or email: karen.faulkner@gentoosunderland.com



Feedback

We hope you have enjoyed reading this Report

The only way we can improve our services is by asking, listening and responding to you. We would appreciate your feedback on this publication and would welcome any comments you may have.

Please send any feedback to Karen Faulkner, Head of Customer Service, Gentoo Sunderland, The Skyline Centre, 88 Newbottle Street, Houghton le Spring, DH4 4AJ, or email karen.faulkner@gentoosunderland.com.

Name: _____

Address: _____

Contact Phone Number: _____ E - mail _____

Comment: _____

If you or someone you know would like this information in your language, please contact us. Interpretation services are available.

আপনি বা আপনার পরিচিত কেউ যদি আপনার ভাষায় এই তথ্য পেতে চান, কমিউনিকেশন টিমের সাথে 0191 525 6029 বা 0191 525 5837 - এ যোগাযোগ করুন। অনুবাদের ব্যবস্থা রয়েছে।

如果您或者您所认识的人希望以您所熟知的语言来获取该信息，请拨打电话 0191 525 6029 或 0191 525 5837 联系“通讯中心”。我们将为您提供口译服务。

Pokud byste vy sami, nebo někdo vám známý, měli zájem o tyto informace ve vašem jazyce, prosím obraťte se na Communications Team na čísle 0191 525 6029 nebo 0191 525 5837. K dispozici jsou též tlumočnické služby.

اگر شما یا هر فردی که او را می شناسید خواستار این اطلاعات به زبان خودتان باشید، لطفاً با گروه ارتباطات در شماره 0191 525 6029 یا 0191 525 5837 تماس حاصل فرمایید. خدمات ترجمه موجود می باشد.

تگتیر خۆتۆن یان کەسێ کە دەتوانن پێتان خۆشه نەم زانیاریانە بە زمانێک زانیاریان وەرگرن، تکێه پێشخێنێن پێوه بێن. خۆسهنگێرێ وەرگێرێ زانیاری هەیە.

Jeżeli Państwo lub ktoś z Państwa znajomych pragnie otrzymać niniejszą informację w ojczystym języku, prosimy o kontakt. Dostępne są usługi tłumaczenia."

Name

