

## TSA – Performance Indicators:

We are required to provide information to the Tenants Services Authority (TSA) on how we are performing in several areas, these are:

1. Empty Property Management
2. Progress in meeting the Decent Homes Standard
3. Energy efficiency of properties
4. Customer satisfaction.

As well as understanding how these services perform the TSA also need to know that the systems we have in place to measure these services are correct and in-line with their requirements.

In October 2009, we were visited by an external organisation that carried out checks on SARH systems. They found that our systems were correct and in-line with requirements of the TSA.

The “How is Stafford and Rural Homes Performing” leaflet is available in alternative formats by telephoning us on 0800 111 4554. All of our policies and leaflets are available on our website at [www.sarh.co.uk](http://www.sarh.co.uk).

**For further information about the ways in which you can contact us please contact the Business Services Team by:**

calling us on 0800 111 4554

or by e-mailing us at [enquiries@sarh.co.uk](mailto:enquiries@sarh.co.uk)

or by writing to  
The Rurals,  
1 Parker Court,  
Dyson Way,  
Staffordshire Technology Park,  
Stafford, ST18 0WP.







# How is Stafford and Rural Homes Performing?



**Quarter 3**  
**October—December 2009**







## How is SARH performing?



This leaflet provides information on how we are performing in areas that effect you. We have given you information that shows how we perform now compared to last quarter (the previous 3 months) and how we want to perform in the future. A traffic light shows how well we are doing.

Key		Above target	Trend		Performance up
		Almost on target			Performance down
		Below target			Performance same

Repair Appointments	Quarter 2 2009	Quarter 3 2009	Target	Trend	Performance
Number of repairs where an appointment was made and kept	4612 99.2%	4822 99.2%	99.3%		

Repair Satisfaction	Quarter 2 2009	Quarter 3 2009	Target	Trend	Performance
Overall customer satisfaction with repairs	97.24%	97.11%	94%		

Calls Dealt With	Quarter 2 2009	Quarter 3 2009	Target	Trend	Performance
Percentage calls dealt with at first point of call	91.14%	90.78%	90%		

Complaints	Quarter 2 2009	Quarter 3 2009	Target	Trend	Performance
Percentage of complaints replied to in the 5 day target	88.9%	85%	95%		

Dwellings Vacant	Quarter 2 2009	Quarter 3 2009	Target	Trend	Performance
Number of dwellings vacant	24	26	32		

Re-let Properties	Quarter 2 2009	Quarter 3 2009	Target	Trend	Performance
Days taken to re-let properties	20	18	23		