

How we are performing

THE TABLE BELOW SHOWS HOW MUIR ARE PERFORMING IN KEY SERVICE AREAS AND AGAINST SOME OF THE SERVICE STANDARDS SET OUT IN THE CUSTOMER SERVICE CHARTER. THE SERVICE STANDARD AREAS SHOWN ARE IDENTIFIED IN PURPLE AND ARE THOSE WHICH MUIR CURRENTLY MEASURE.

Muir have been working with a group of customers to revise the Customer Service Charter which was recently published. The revised Charter includes updated service standards which customers have requested. Muir will start to report on these new service standards from April 2010 onwards.

All the figures shown are based on performance for the year to date since April 2009. They are updated on a monthly basis at www.muir.org.uk.

- Key**
- ↑ Performance has improved since the previous month
 - ↔ Performance has stayed the same since the previous month
 - ↓ Performance has gone down since the previous month

AREA OF PERFORMANCE/SERVICE STANDARD	PERFORMANCE AT THE END OF 2008-09	PERFORMANCE AT THE END OF JANUARY 2010	PERFORMANCE TREND SINCE THE PREVIOUS MONTH
Repairs completed within time: Emergency (within 24 hours)	97%	98.8%	↑
Urgent (within 3 working days)	95.7%	99.1%	↑
Routine 1 (within 10 working days)	97.2%	98.5%	↑
Routine 2 (within 20 working days)	98.4%	97.6%	↓
Satisfaction with the repairs service	91%	91%	↔
Repairs appointments kept where made	N/A	88.7%	↑
Repairs completed on first visit	N/A	82.4%	↑
Homes with a valid gas safety certificate	99.9%	99.1%	↓
Number of complaints received	226	161	↓
Number of compliments received	77	74	↓
Complaints will be taken and dealt with in line with procedure targets from Performance Indicators *	83.5%	83.5%	↔
24 hour response to racial harassment	66.6%	100%	↑
24 hour response to homophobic and transphobic harassment	No incidents recorded	No incidents recorded	N/A
24 hour response to incidents of domestic violence	100%	100%	↔
Investigate serious anti-social behaviour (ASB) within 5 working days	54.5%	75.8%	↑
Investigate general nuisance/anti-social behaviour (ASB) within 10 working days	66.3%	83.0%	↑
Average time that void properties are left empty (days)	26	29.1	↑
Amount of rent collected out of rent due	99.19%	97.73%	↓
Customer Services Team to answer calls within 20 seconds	84.6%	85.0%	↑
Office signs, condition and appearance of offices *	83.3%	87.3%	↑
Greeting visitors in a courteous, friendly way*	80% excellent 20% very good	100% excellent	↑
Range of information on display in offices*	100%	100.0%	↔
Visitors attended to within 3 minutes of arrival	100%	100%	↔
Information will use clear and simple language*	93.3%	*96.7%	↑
Alternative format provision for service information provided*	76.7%	83.3%	↑
New tenancy visits within 4 weeks	88.5%	79.4%	↓
Encourage residents to become members of the Think Tank	194 members	208 members	↑

* Those areas of performance marked * are independently assessed by Quality Housing Services (QHS) by office audits or mystery shopping. Performance in these areas will only be updated when QHS audit and/or mystery shopping reports are received.

our commitment to YOU

WE ARE COMMITTED TO DELIVERING EXCELLENT SERVICES TO YOU; OUR CUSTOMERS TO SHOW OUR COMMITMENT TO THIS, WE HAVE RECENTLY PUBLISHED OUR UPDATED CUSTOMER SERVICE CHARTER. THE CHARTER SETS OUT THE STANDARDS OF SERVICE YOU CAN EXPECT AS A MUIR GROUP CUSTOMER.

Customers have helped us to develop this second edition of the Charter to ensure that it includes all the services and service standards that are important to you. In particular, the Charter sets out our commitments around three key themes: Customer Care, Equality and Diversity, and Involving People. All of our staff have given an undertaking to deliver an excellent service and the standards contained within the Charter.

The revised Charter also includes a series of targets against the standards set in each service area so that we can measure how well we are performing against the promises that we have made.

Performance against these targets will be monitored by our Service Improvement Groups and Regional Residents Forums. This means that customers will help to ensure that we are doing what we have committed to do and will challenge us about what we are going to do to put things right where we are not performing as well as we should be.

We will also report on our performance at www.muir.org.uk and in the Voice. If you would like a copy of the Charter, you can download it from www.muir.org.uk or pick up a copy from any of our offices, or fill in the slip on this page and return using the SAE provided.

Muir Group all **NEW** residents handbook!

THIS SPRING MUIR HAVE LAUNCHED THEIR ALL NEW RESIDENTS HANDBOOK FULL OF UPDATED AND NEW INFORMATION ABOUT EVERYTHING TO DO WITH LIVING IN A MUIR GROUP PROPERTY. THE HANDBOOK IS MADE UP OF ALL MUIR'S NEW FACTSHEETS RANGING FROM AIDS AND ADAPTATIONS, ESTATE MANAGEMENT TO ANTI-SOCIAL BEHAVIOUR.

You can request a new Handbook by simply getting in touch with Muir (see back cover) or ticking the option below. However, if you don't want the whole Handbook and just want specific information on whatever area of interest you need – then the full list of all factsheets is below. You can order one or however many you require by ticking the slip and posting back to Muir in the SAE provided. You can also download all the new and updated factsheets via www.muir.org.uk. All the updated and new factsheets covered within the handbook are as follows:

- | | | | |
|---|--|--|--|
| <input type="radio"/> Customer Feedback | <input type="radio"/> Gas Safety | <input type="radio"/> Contacting us | <input type="radio"/> Safety and Security |
| <input type="radio"/> Compensation | <input type="radio"/> Paying your Rent | <input type="radio"/> Aids and Adaptations | <input type="radio"/> Condensation and Mold |
| <input type="radio"/> Lettable Standards | <input type="radio"/> Involving People | <input type="radio"/> Recharges | <input type="radio"/> Estate Management |
| <input type="radio"/> Anti-Social Behaviour | <input type="radio"/> Friends of Muir Group | <input type="radio"/> Your Tenancy | <input type="radio"/> Helping us to help you |
| <input type="radio"/> Hate Crime | <input type="radio"/> How to Apply for Housing | <input type="radio"/> Starter Tenancies | <input type="radio"/> Moving In |
| <input type="radio"/> Domestic Violence | <input type="radio"/> Equality and Diversity | <input type="radio"/> Supported Housing | <input type="radio"/> Customer Service Charter |
| <input type="radio"/> Asbestos | <input type="radio"/> About Muir | <input type="radio"/> Working with Vulnerable People | <input type="radio"/> Think Tank |
- I would like an entire new Handbook covering all areas listed above

FAQ: Muir Group's Customer Service Team

Name: _____

Address: _____

Telephone: _____

- Please send the ticked factsheet(s) to me in the post
 Please send the ticked factsheet(s) to me via e-mail at _____

Would you like your community housing officer to contact you with regard to any of the updated factsheets or issues you may have concerning any changes or updates?

- YES NO

If YES, how would you like to be contacted? _____