

How satisfied are you...

As you will know from previous Grapevines, we are continually asking for feedback on specific services you receive. It tells us how you rate the service you received, and shows us where we need to make improvements. The following table shows how many of you have told us the service you received between April 1, 2010 and March 31, 2011 had been either good or very good. More information is available on richmondshire.gov.uk under council housing.

	New Tenancies	Housing Register	Adaptations	Repair Service
Standard of Advice given	84%	76%	86%	67%
Helpfulness of staff	97%	78%	92%	79%
Standard of Home				77%
Time taken to complete repair			39%	60%
Quality of workmanship				63%

As well as monitoring satisfaction levels we also monitor how we are performing as a landlord in specific areas. Some of these areas include how long it takes to re-let a property after it is empty and how much of the rent due is collected. The following table shows you how we have been performing during 2010/11.

Measure	Target by 31/3/11	Performance at 31/03/11	Comments
Re-let: time taken to complete repairs	Minor repairs - 5 days Major repairs - 10 days	Minor repairs - 7 days Major repairs - 15 days	Target slipped due to severe winter period
Re-let empty properties	20 days	32 days	Target slipped due to severe winter period and refusals of accommodation
Offer appointments for non urgent internal repairs	75%	81%	
Complete priority repairs (category 1 and 2) within one day	80%	89%	
Collect council tenant rent due	New target	97%	

We asked... You said... We did...

In the Winter 2010 edition of Grapevine we asked for your views - this is what you told us

Did you find the information in the Grapevine interesting and useful?

Yes	No	Tenant comments	What we did as a result
93%	7%	7% of you told us: <ul style="list-style-type: none"> ■ Print too small to read ■ Waste of money ■ Information is available via the media ■ Not a lot of useful Information 	<ul style="list-style-type: none"> ■ We will continue to include information you have told us is of interest to you ■ We will tell you how much each copy costs ■ We will ask that you contact us if you want a copy in larger print



What information would you like to have in future editions?

Tenant comments	What we did as a result
<ul style="list-style-type: none"> ■ Give details of specific areas and when improvement are due to be done ■ Cost of producing the Grapevine ■ Action on dog and horse fouling ■ More interesting news stories ■ Changes to bus pass scheme ■ Double glazing - when will schemes be done on Cutpurse ■ How many people are on the Tenants Panel ■ Information on work presently being carried out ■ Home insurance and the Improvement Programme ■ Crime and how we tackle it ■ New council property ■ Advice for tenants having financial problems ■ Letters page with views from the residents ■ Places where the older generation can meet and socialise ■ How we deal with vandalism ■ New builds - will Hawes be getting any Older Persons bungalow ■ Scrap it to keep front line services going ■ Point system for well kept gardens, pride in area and litter free schemes ■ Help schemes ■ Type of improvements that Tenants can do themselves ■ Parking and speeding 	<ul style="list-style-type: none"> ■ It is not possible to cover all the issues raised as the newsletter would become too large. The editorial panel selected a number of topics for the summer 2011 edition - and will continue to do so for future editions

Do you think the cost of printing this newsletter is value for money?

Yes	No	What we did as a result
90%	10%	<ul style="list-style-type: none"> ■ We will limited the number of pages in order that we can continue to produce a newsletter which is value for money for tenants

Would you like to see the installation of hardstanding/driveways included within the Improvement Programme?

Yes	No	What we did as a result
82%	18%	<ul style="list-style-type: none"> ■ We have included the provision of hard standings within our 5 year improvement programme and will provide this additional improvement from 11/12 as one of our local offers to assist in reducing parking difficulties on council estates

Would you be interested in attending an evening meeting with representatives from Royal Sun Alliance to learn more about the Tenants Insurance Scheme?

Yes	No	Tenant comments	What we did as a result
14%	86%	<ul style="list-style-type: none"> ■ Waste of time ■ What's the point ■ Already a member 	<ul style="list-style-type: none"> ■ We will ask tenants who said they would like to attend a meeting to provide their name/address and contact telephone number so that we can try and arrange this