

TENANTS CHARTER

How we perform.

The Tenants Charter details the standards of service you can expect from the Housing Executive. We publish how we perform against those standards each year, following receipt of all surveys conducted for the preceding year. The following is a report on some aspects of our performance for the year 2006.

As well as systems measurement which indicates response times for certain services, we carry out individual office audits. We also carry out independent surveys of our tenants through province-wide door to door and telephone surveys as well as exit polls in local offices. This allows us to check if our standards are being achieved. The following performance information has been obtained by such means and relates to overall performance across districts.

How to contact us

86% of Respondents were satisfied with office opening hours.

How we treat you

In the Office

77% of visitors knew the name of the person who dealt with their query / transaction.

99% of visitors to our offices were seen within 10 minutes.

95% of people holding an appointment were seen within 10 minutes.

98% of callers were satisfied with information & advice provided on housing matters.

94% of visitors who had to complete forms received assistance.

100% of visitors to District Offices were satisfied with the confidentiality afforded by private interview rooms.

60% of visitors had seen information on our performance displayed.

80% of respondents were aware that the Housing Executive published clear standards of service.

Letters

96% of correspondence was acknowledged within 3 working days.

94% of respondents found our replies clear and easy
to understand

90% of correspondence was answered within 15 working days.

Phone Calls

89% of telephone callers were satisfied with the promptness of our response.

56% of telephone callers were given the name of the member of staff dealing with their call.

94% of telephone callers felt that they were dealt with in a courteous manner.

33% of calls where an appropriate staff member was not originally available were returned within 24 hours.

90% of applicants were satisfied with the explanation of how their Housing Benefit application was assessed.

66% of respondents were satisfied with the explanation of decisions affecting them.

Before you become a tenant

95% of applicants were placed on the waiting list within four weeks of applying for accommodation.

Your rights and responsibilities

94% of tenants acknowledged receipt of a rent statement every 3 months.

94% of tenants acknowledged receipt of 4 weeks notice of any rent increase.

87% of respondents received advice on Housing Benefit entitlement.

89% of Housing Benefit claims were processed within 14 days of the information being available.

46% of tenants, who had complained about a neighbour, were satisfied with the action taken.

Repairs and improvements

87% of tenants were aware of their right to carry out improvements.

76% of tenants were aware of their entitlement to a Self Help Payment.

99% of emergency repairs were carried out within 24 hours.

98% of urgent repairs were carried out within 4 days.

63% of respondents expressed satisfaction that routine repair requests were acknowledged within 3 days.

99% of routine repairs were carried out within 4 weeks.

76% of tenants were satisfied with grass cutting in open spaces during the summer months.

76% of tenants were satisfied with standards of cleanliness and tidiness in open spaces on estates.

Moving to another home

80% of visitors to our offices were aware of exchange information boards at those locations.

97% of applicants were placed on the transfer list within 4 weeks of their request being received.

Buying your home

78% of applicants entitled to buy their own home were made an offer within 10 weeks

Consulting and involving you

91% of tenants were satisfied with information received on planned schemes.

52% of tenants were satisfied with opportunities for participation.

82% of respondents were aware that the Executive issued an Annual Newsletter detailing performance against standards and how much services cost.

60% of visitors were aware of the availability of suggestion boxes at our offices.

70% of tenants felt that, overall, they had been well consulted by the Housing Executive.

What to do if things go wrong

Informal Complaints

94% of Informal Complaints were acknowledged within 3 working days.

83% of Informal Complaints were dealt with within 15 working days.

Formal Complaints

100% of 1st Stage Complaints were acknowledged within 3 working days.

90% of 1st Stage Complaints were dealt with within 15 working days.

100% of 2nd Stage Complaints were acknowledged within 3 working days.

83% of 2nd Stage Complaints were dealt with within 15 working days.

