



Axiom Housing Association
Performance Data
2008-2009



Performance Data 2008/2009

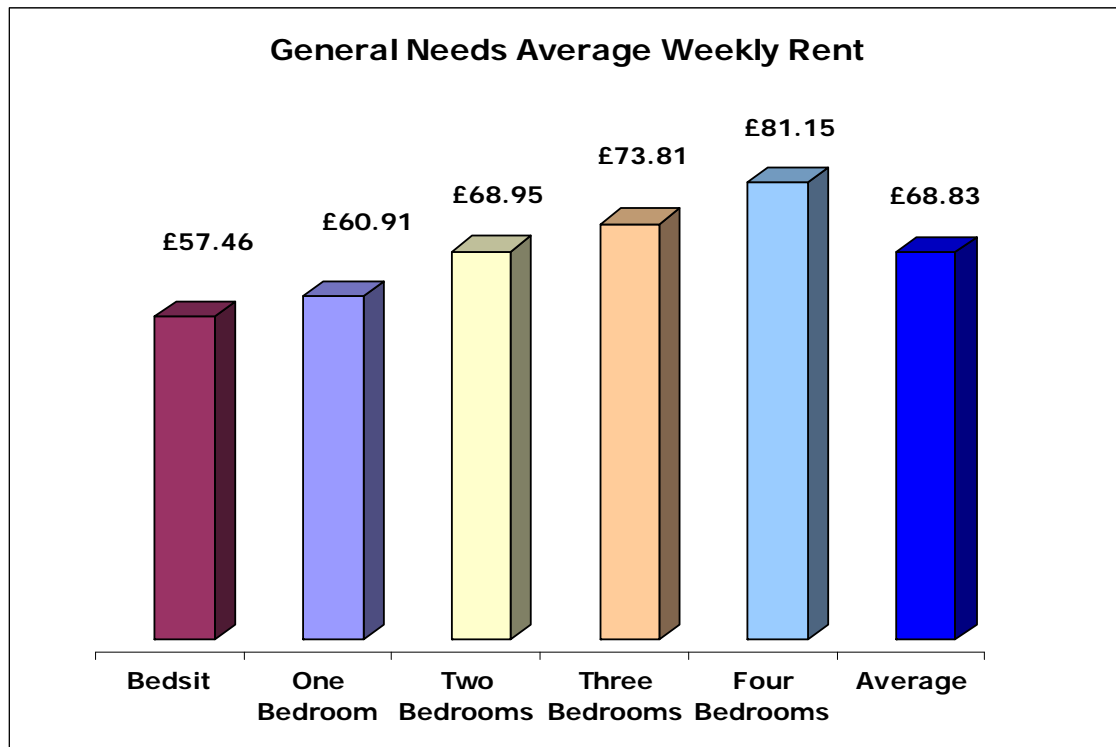
Our Corporate Strategy commits us to providing **excellent services** and strive towards becoming a 3* organisation.

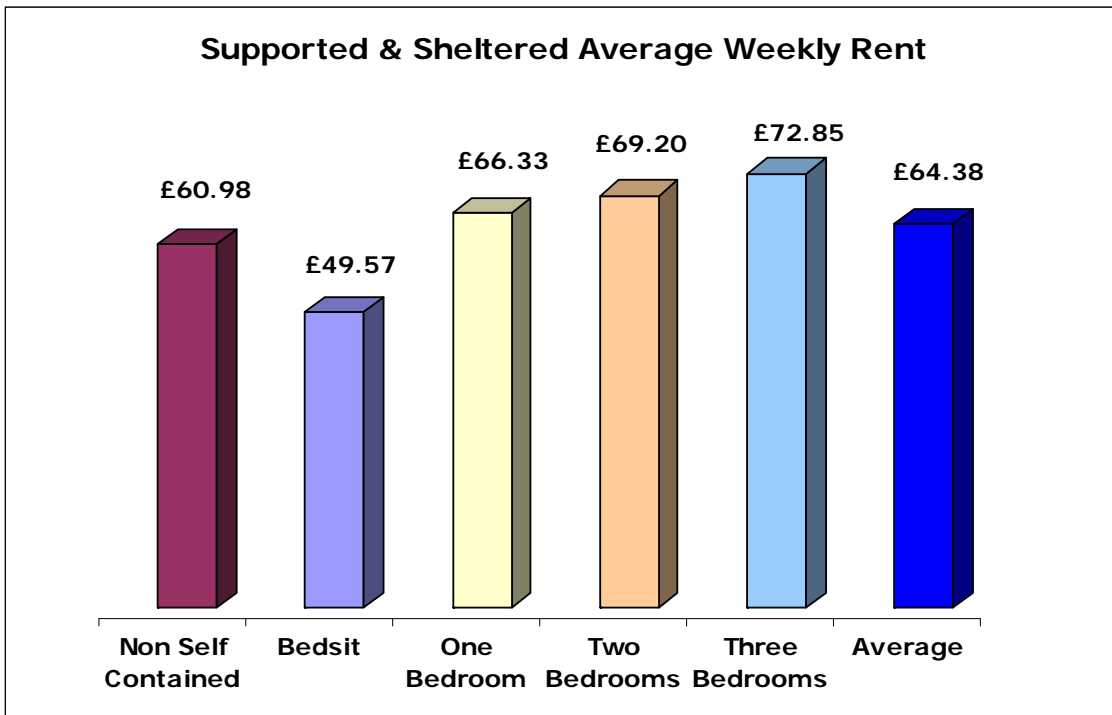
We aim to grow and diversify our services, improve the quality of our homes, provide excellent housing and support services for all our residents and customers.

As a result Axiom delighted to provide you with detailed information about how we performed in our key areas of activity during 2008/2009.

Rents

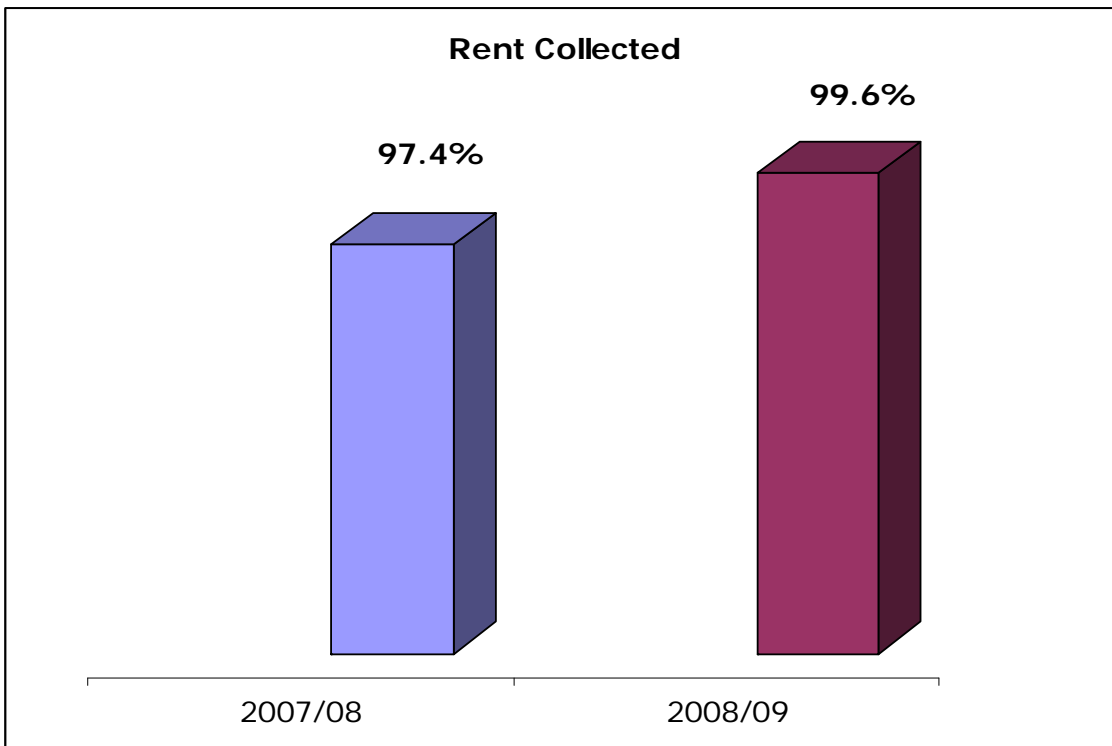
The graphs below show our 2008/09 average rents for the different sizes of accommodation we offer.

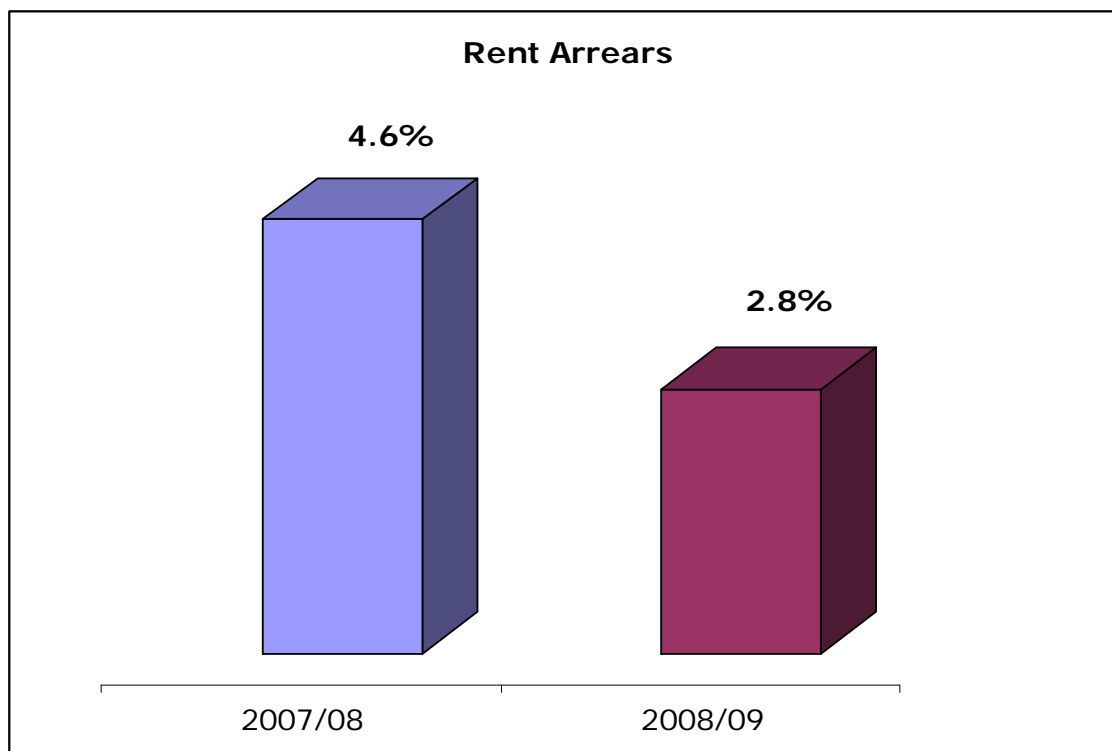




As a priority we try to ensure that we collect all rent due and keep rent arrears to a minimum. We offer a wide range of payment methods for tenants to pay their rent. We also provide help and advice to tenants who find it difficult to pay their rent.

The graphs below show the improvements we have made in our rent performance.





Lettings

The table below shows the number of new lettings and re-lets in 2007/08 and 2008/09.

	2007/08	2008/09
New Lets	26	61
Re-lets	473	496
Total Lets	499	557

Homes vacant and available at year end

We aim to re-let our properties as quickly as possible to a standard which was agreed by tenants that is clean, secure, structurally safe, with all essential services in good working order. The table below shows the percentage of homes vacant and available to let at 2007/08 and 2008/09 year ends.

	2007/08	2008/09
Homes vacant & available to let at year end	1.1%	1.3%

Lettings to Black Minority Ethnic (BME) tenants

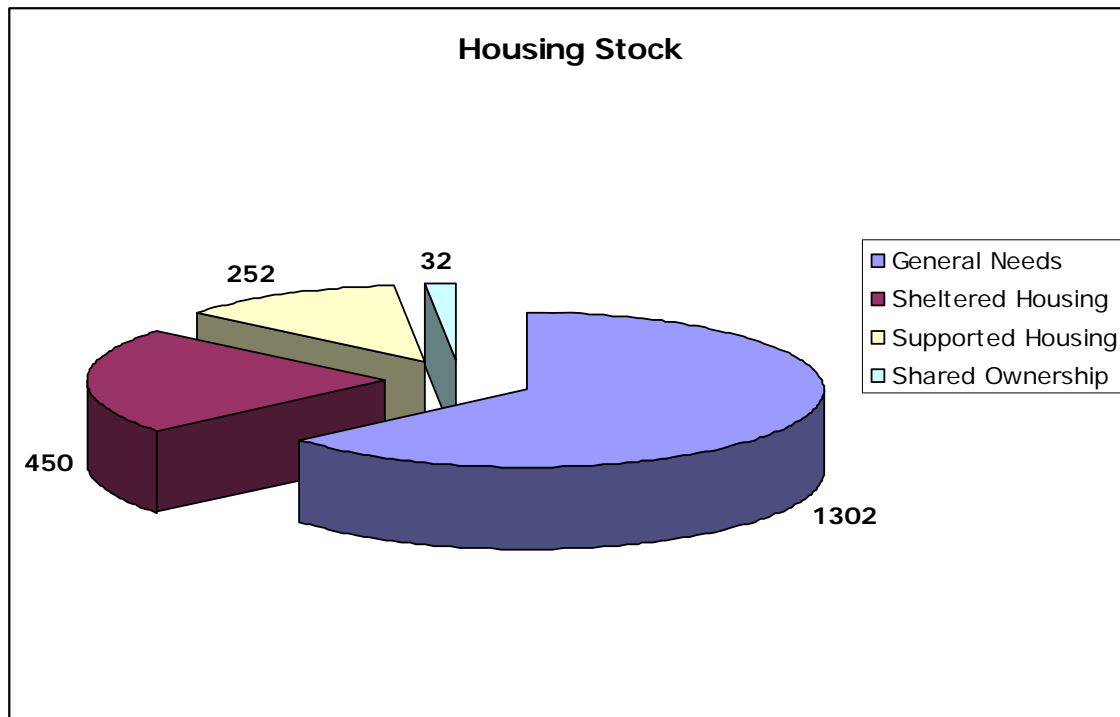
Axiom Housing Association positively welcomes and aims to support the growing diversity of the community in which we operate. Our diversity is our strength and we are committed to providing services to our many different communities, by a workforce that reflects the diversity of society.

The table below shows the diversity of our tenants in percentage terms. For comparison purposes we have provided the latest census information for Peterborough City Council (PCC) which is where the majority of our lettings occur.

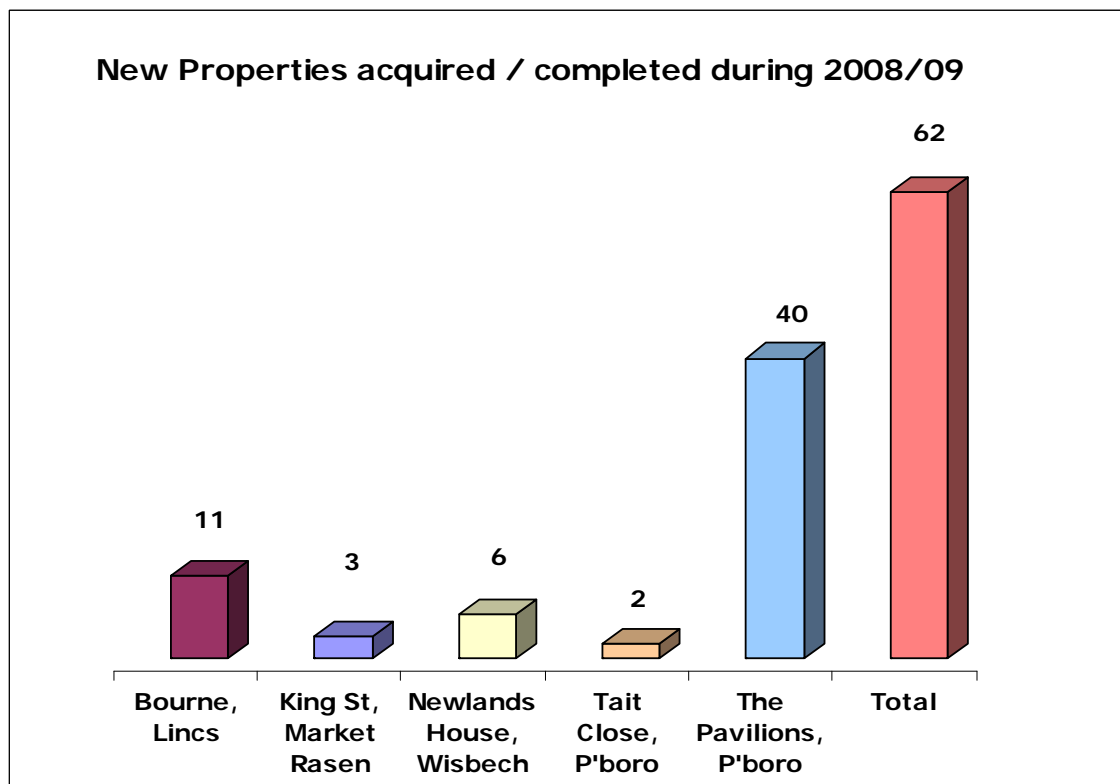
	Axiom	PCC
Asian	6.71%	7.58%
Black	1.73%	1.24%
Mixed	1.10%	1.47%
White British	90.46%	89.71%

Housing Portfolio

Below is a breakdown of our housing portfolio as 31 March 2009.



During 2008/09 the association added 62 new properties to our portfolio. Below is a breakdown of the new homes.



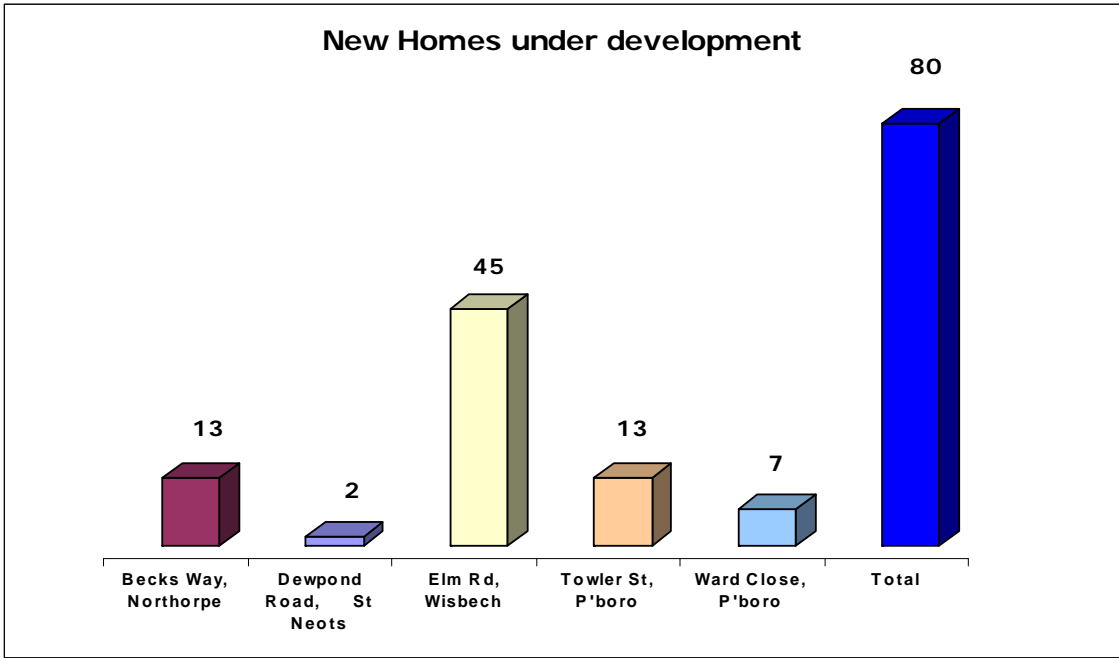
The Pavilions



Bourne, Lincs



As the association continues to provide more affordable homes detailed below is the breakdown of new homes under development at as 31 March 2009.



Elm Road, Wisbech



Repairs and maintenance

Through our planned maintenance programme in 2008/09 the association undertook key improvements across our property portfolio including fitting new external doors, kitchens, heating systems, windows and bathrooms.

The association is committed to providing excellent services and a 'Repairs Satisfaction Survey' is sent with every works order so that we can measure tenants satisfaction levels with our repair service.

The table below sets out details of the numbers of day-to-day repairs undertaken and tenant satisfaction levels during 2008/09.

	2007/08	2008/09
No of repairs	6237	6640
Tenant Satisfaction Levels	92.21%	95.55%

Targets for dealing with reported repairs are provided below:

Category	Target
Emergency	24 hours
Urgent	5 days
Routine	20 days

Customer Service

During 2009 a STATUS tenant satisfaction survey was undertaken via the National Housing Federation to gauge how satisfied tenants are with service delivery.

The results demonstrated that tenants of Axiom are very pleased with their homes and the services provided. This was demonstrated in the following key findings (*excluding no opinions / can't remember):

- 87% find staff helpful*
- 86% are satisfied with the quality of their home
- 85% are satisfied with the services provided by their landlord
- 85% feel that Axiom HA keeps them well informed

Overall satisfaction - 85%

Complaints

Axiom aim to keep tenants and other customers satisfied with our services; however as with any organisation things can sometimes go wrong. We have a complaints policy which aims to ensure that when this does happen, or when a customer feels that they have received poor service, we respond quickly to put the situation right.

During 2008/09 we received 208 complaints which were dealt with on average within 14.3 calendar days of being reported to us.

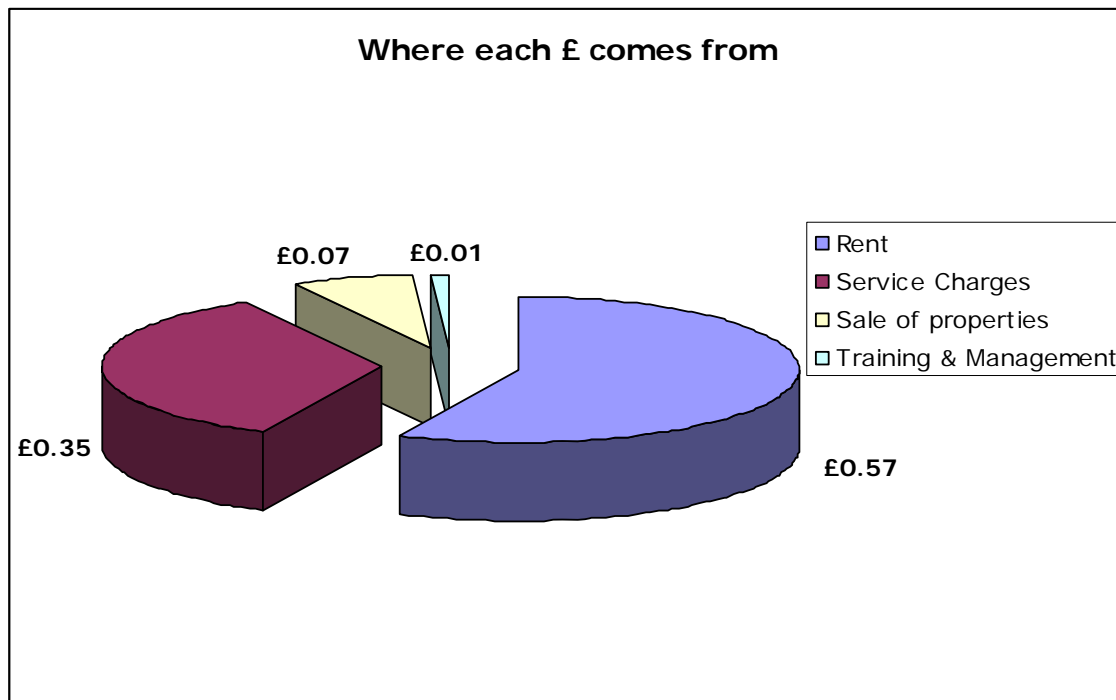
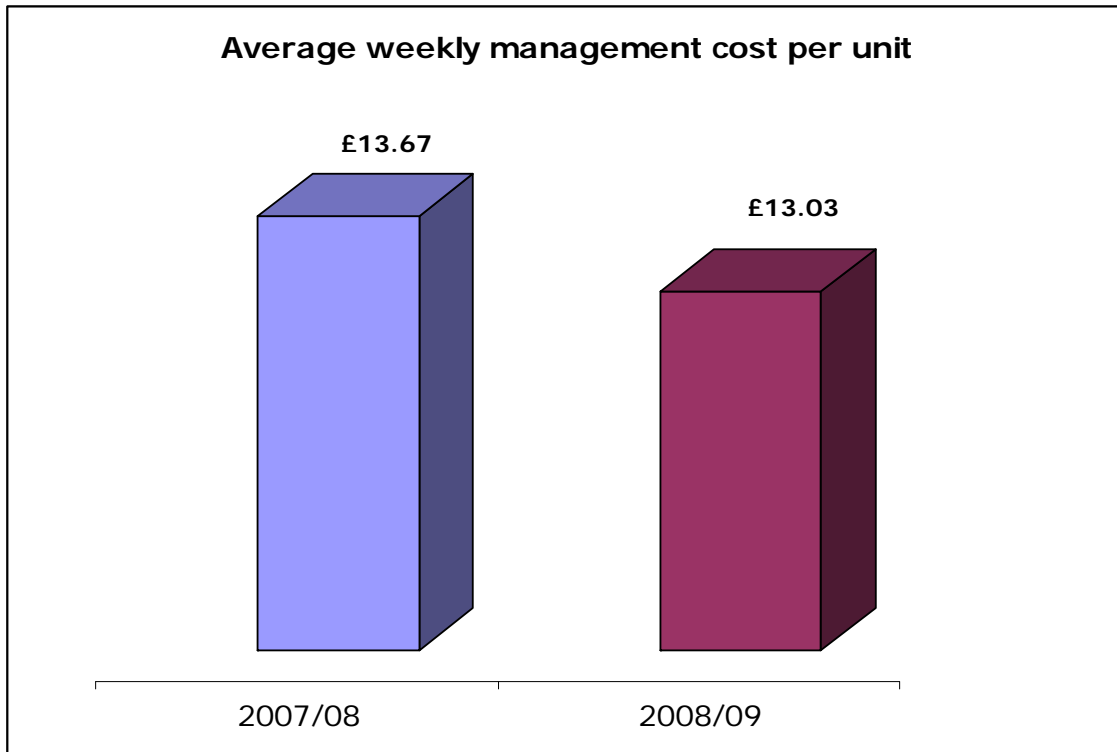
No complaints were referred to the Independent Housing Ombudsman.

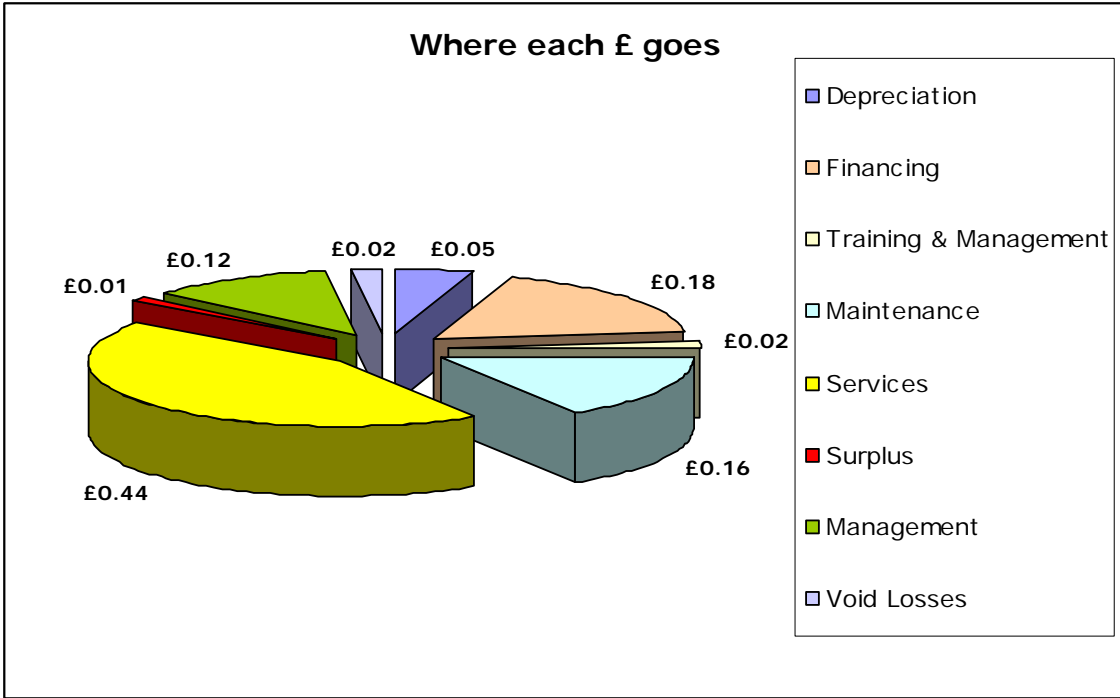
Value for Money

Axiom is committed to the pursuit of economy, efficiency and effectiveness. We seek to adopt good practice and incorporate value for money principles in all our activities.

We provide efficient and effective services and continue to seek innovative ways of providing improved services at a lower management cost.

The graph and tables below show the improvements we have made in reducing our average weekly management cost per unit and where we get our income from and spend it.





For further information contact:
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