

Together with Tenant's Charter – self assessment May 2023

Charter Commitment – Relationships: Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency

How we meet this commitment:

- Our Customer Service standard sets out standard of service our customers can expect
- Review undertaken of written communications to ensure clarity and a respectful tone with spot checks undertaken by our Communications team.
- Customers reviewed rent increase letters to ensure clarity of message and information was clear and concise
- Learning from complaints shared via customer e-newsletter and on-line
- Customer voice framework in place and learning from feedback shared with customers and used to influence and shape services
- Quarterly performance published on-line

To do in 2023-24: Customer Care training to be delivered to frontline staff

Charter Commitment – Communication: Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run and information about performance in key issues.

How we meet this commitment:

- Annual report and financial statement available on-line (hard copies available on request)
- Regular updates to customers via monthly e-newsletter and social media
- Updates on website and social media on repairs, maintenance and safety issues
- Quarterly performance information published on-line
- Quarterly complaints information published on-line and included in customer e-newsletter
- Learning from complaints published on-line and included in e-newsletter
- Customer on-line portal

To do in 2023-24:

- Implement Chatbot
- Implement Website scrutiny recommendations
- Introduce Involved Customer newsletter

Charter Commitment – Voice & Influence: Views from residents will be sought and valued and this information will be used to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.

How we meet this commitment:

- Suite of satisfaction surveys in place
- Reviews of policies include an impact assessment to ensure groups are not negatively impacted
- Scrutiny group – key role in scrutinising services and identifying improvements
- Customers involved in procurement of key services
- Customer issues raised in satisfaction surveys responded to so we can put things right
- Community Involvement framework in place (co-created with customers) to ensure a wide range of engagement opportunities
- Customer voice framework in place using feedback to shape and improve services
- Programme of neighbourhood walkabouts in place to engage with customers directly in their locality to identify neighbourhood improvements and ensure high standards are maintained.

To do in 23-24

- Further develop engagement opportunities for under-represented customer groups
- Co-design customer consultation guidance documents
- Tenant Satisfaction Measures (annual perception survey) – to be carried out by independent research agency so respondents can be open and honest with responses

Charter Commitment – Accountability: Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services.

How we meet this commitment

- A wide range of performance information published on-line
- Housing Ombudsman's Complaint Handling Code adopted to ensure complaints are handled well and we learn from them.
- Involved customers work with us to tender new services/suppliers
- Customer research undertaken to better understand what information customers would like to receive in e-newsletter

To do in 23-24

- Co-Governance project with Board and Involved Customers

Charter Commitment – Quality: Residents can expect their homes to be good quality, well maintained, safe and well managed

How we meet this commitment:

- Prioritising compliance to ensure our homes are safe e.g. gas servicing, electrical testing, fire safety and legionella testing.
- Introduced a CO detector installation programme
- Fire safety notices and fire door information in place via leaflet and available on on-line portal
- Monitor satisfaction with our in-house repairs and gas maintenance service
- A rolling programme of stock condition surveys to ensure we have accurate data to plan and deliver capital investments programmes which currently include new windows, doors, roofs and boiler installations.
- Ongoing works in Independent Living schemes to bring them in line with Quality Standard (most major works now completed). Focus now on internal decorations and furnishings and outdoor space

To do in 23-24

- Implement a Health & Safety scorecard for each property detailing key compliance information

- Self-assess against Decent Homes Standard 2 once published
- Roll out of new Housing Health and Safety rating reporting framework to ensure hazards in homes are captured and reported by frontline staff

Charter Commitment – When things go wrong: Residents will have simple and accessible routes for raising issues, making complaints, and seeking redress. Residents will receive timely advice and support when things go wrong.

How we meet this commitment:

- Complaints can be made in person, via on-line portal, email, social media or telephone
- Housing Ombudsman code adopted to ensure complaints are well handled and we learn from them
- Learning from complaints publicised in monthly e-newsletter, website and overview in annual report
- Satisfaction with Complaint Handling monitored and reported to Board
- Self-assessment against Complaint Handling code undertaken and available on our website

To do in 23-24:

- Include annual self-assessment against Complaint Handling code in annual report to customers