

Our Local Offers



Our Local Offers are service standards that were developed in consultation with tenants during 2010, and approved by the Acis Board in January 2011. They are set out under three headings, and are effective from 1 April 2011. Each offer will be measured and reported on, and has an intended service impact as well as contributing to meeting our aims and delivering tenant satisfaction in a number of areas.

* We routinely measure satisfaction levels in these areas and will report them in Home News and our Annual Report to Tenants.



Involvement and empowerment



Customer service

- ✓ Answering calls within 5 rings (15 seconds)
- ✓ Staff being helpful
- ✓ Staff being able to deal with your problem
- ✓ Seeking early resolution of service issues (a failed request or communication) via personal contact within 2 working days of being received or, where early resolution is not possible, responding to a complaint within 10 working days unless otherwise agreed with the complainant

Our Local Offers support our aims to deliver satisfaction with the outcomes of both contact with us and any complaints made about our service*.



Involvement and empowerment



Information and involvement

- ✓ Publishing four editions of *Home News* (tenant newsletter) each year, with different sections reflecting local issues
- ✓ Ensuring that all tenant-focused published and printed information is 'customer approved' via the Communications Sub Group
- ✓ Continuing to assess communication requirements and providing information in formats which meet tenants known communication requirements, wherever feasible and practical
- ✓ Publishing an annual Resident Involvement Statement to inform of priorities for the next year and the impact of the past year's involvement activities
- ✓ Providing all tenants with a personal copy of our Annual Report

Our Local Offers support our aims to deliver tenant satisfaction that views are being taken into account and that we are keeping tenants adequately informed about our services*.

Involvement activity

We will support all tenants to ensure they have the ability to become involved, aiming to ensure equal access to involvement activity, and that the profile of involved tenants reflects the makeup of our tenant base via:

- ✓ Providing support for involvement by meeting training, travel and child care costs in accordance with the approved policy
- ✓ Supporting formal tenant scrutiny via an independent panel
- ✓ Working with Local Management Boards to consider key issues and review performance
- ✓ Continuing to develop and support a range of activities that allow for both formal and informal activity



Home



Improvements

- ✓ Publishing an overview of our improvement programme priorities at the start of each financial year
- ✓ Informing tenants and discussing implications of planned improvements at least 6 weeks before any works start

Our Local Offers support our aim to deliver satisfaction with the overall quality of Acis properties and with home improvements undertaken.

Responsive (day-to-day) repairs and safety

- ✓ Offering mutually acceptable morning or afternoon appointments (early, late, avoiding school run) for all non-emergency repairs
- ✓ Aiming to complete responsive repairs 'right first time' (if the work is attended to, and completed, to the tenant's satisfaction in accordance with the appointment(s) made when the repair was originally reported)
- ✓ Checking hard wired smoke alarm and carbon monoxide detectors (where fitted) annually
- ✓ Surveying 20% of recently completed responsive repairs to confirm tenant satisfaction with both the job and the service they have received
- ✓ Informing tenants about their responsibility for rechargeable repairs at the time any such work is identified and provide cost details before work is undertaken

Our Local Offers support our aims to deliver tenant satisfaction with the overall repair and maintenance service*.

Empty properties

- ✓ Undertaking works to all empty properties in accordance with our published Lettable Standard, and providing all new tenants with copies of the standard



Neighbourhood and community



Settling in

- ✓ Providing an information pack (including DVD handbook) at the time of sign up and ensuring an awareness of our Local Offers
- ✓ Carrying out a follow up visit for new tenants between 4-6 weeks of moving into a new home
- ✓ Providing a named Area Housing Manager as a lead person on all tenancy matters

And for sheltered housing tenants**, prior to a letting/tenancy being signed for/after tenancy starting:

- ✓ Arranging a visit to a scheme within 3 working days of a request
- ✓ Arranging an accompanied viewing with a Scheme Manager
- ✓ Preparing support plans within 4 weeks of a new tenancy starting

*** Our Local Offer is based on the current contracts that we have with the Supporting People programme in Lincolnshire and may change in future.*

Our Local Offers support our aim to deliver overall satisfaction with the lettings process*.

Your neighbourhood

- ✓ Conducting estate inspections as timetabled in partnership with tenants and advertising dates for them in advance via *Home News*, on our website and/or on communal notice boards
- ✓ Removing offensive graffiti within 24 working hours and non-offensive graffiti with 2 working days of being reported/identified
- ✓ Removing or arranging the removal of fly tipping and bulky items within 7 working days of notification
- ✓ Undertaking inspections of sheltered schemes (internal and external areas) on a quarterly basis

Our Local Offers support our aim to deliver overall satisfaction with the neighbourhood as a place to live*.

Anti-social behaviour (ASB) and harassment

- ✓ Responding to all initial complaints in line with the ASB policy – Priority 1 (serious - within 24 hours), Priority 2 (urgent – within 3 working days), Priority 3 (standard – within 5 working days)
- ✓ Providing a written action plan in relation to the complaint within 2 days of it being reported, and keeping in contact with complainants on an individually agreed basis

Our Local Offers support our aim to deliver overall satisfaction with the outcome of reported Anti-social behaviour cases*.