

## Together with Tenant's Charter – Self Assessment June 2024

**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.
- 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.
- Complaints Satisfaction published monthly via our e-newsletter.
- 'You said we did' published quarterly in our Customer Voice e-newsletter.
- Customer Care training delivered to all front-line staff.

### To do in 2024-25:

- Customer Care training from April 2024 will be incorporated into new starters induction.

**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.
- Implementation of Chatbot to widen ease of access to information.
- Accessibility tool on website and translation tool.
- New quarterly Customer Voice newsletter introduced.

### To do in 2024-25:

- Procure new website - to go live April 2025

**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 survey responded to so we can put things right.
- Community Involvement framework in place which was co-created with customers to ensure a wide range of engagement opportunities.
- Customer Voice framework in place using feedback to shape and improve services.
- Customer Consultation Guidelines co-designed with customers.
- Undertaken Tenant Satisfaction Measures perception survey and developed action plan from learning.

### To do in 24-25

- Continue to further develop engagement opportunities for under-represented customer groups.
- Undertake Co-Creation project with customers to better understand 'what makes an excellent repair service'.

**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 adhered to.
- Involved customers work with us to tender new services/suppliers.
- Customer research undertaken to better understand service delivery in key areas to improve service delivery.

### To do in 24-25

- Introduce a new Customer Assurance Committee (strategic customer assurance role) – recruitment and training will take place during the summer/autumn of 2024 for implementation from April 2025.

**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.
- Installed CO detectors.
- 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, boiler, bathroom and kitchen installations.
- Maintenance of our properties through 7-year cyclical decoration programme.
- Ensuring the energy efficiency of our homes - funding received under Social Housing Decarbonisation Fund to increase insulation in our properties to improve the EPC rating.
- Undertaken works in Independent Living schemes to bring them in line with Quality Standard. Undertaken internal decorations and furnishings and outdoor space at schemes.
- Roll out of new Housing Health and Safety rating reporting framework to ensure hazards in homes are captured and reported by frontline staff.

### To do in 24-25

- Self-assess against Decent Homes Standard 2 once published.
- Improve visibility of planned improvements programme
- Ensure compliance with Awaab's Law.

**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 24-25:

- Publish annual Complaints Performance & Improvements report.
- Ensure new statutory Housing Ombudsman's Complaint Handling Code is adhered to.

**NEW Charter Commitment (April 2024)– Equality, Diversity and Inclusion:** Housing associations will be inclusive organisations which seek views from all groups. Approaches to resident involvement will be inclusive by engaging with residents from a range of backgrounds and experiences. Consultations with residents will include outreach to under-represented communities, including through targeted communications.

### How we meet this commitment:

- Our Community Involvement Framework offers a wide range of engagement opportunities – held both on-line and in person.
- We have a Together Greatwell Customer group that focuses on EDI – to ensure we have a diverse mix of voices to influence and shape inclusive service delivery.
- We review the demographic of our involved customers annually through an impact assessment, which highlights the groups we hear less from, and we use this information to target our customer engagement
- We have signed up to the NHF's Chairs Challenge which offers a long-term commitment to EDI from the top down.
- As part of our co-creation project on "what makes an excellent repairs service" – we will be undertaking face to face targeted sessions within our communities to reach under-represented groups i.e. BAME community and under 35's.
- We are delivering 'Inclusive Communications' training to all staff
- We work closely with the Housing Diversity Network to ensure our approach to EDI is in line with best practice.
- We are recruiting to a new Customer Assurance Committee that will comprise of both Board members and customers that will increase customer involvement within the formal governance of Greatwell Homes that will be operational by 31 March 2025.