

ANNUAL TENANTS' REPORT 2009/10



This report gives you an update on how well we are doing and lets you know the key actions we are taking to make improvements over the next 12 months. The full report which contains more detail, is available on our website – www.tvha.co.uk or you can request a paper copy by contacting our resident involvement team.

We have provided a wider range of information than in previous years which we hope you will find useful, plus we are also telling you the actions we intend to take to improve things. If you have any comments you would like to make, please e-mail them to resident_involvement@tvha.co.uk or speak to our customer service team on **0800 358 7767**.

As part of our commitment to you, we have also worked with a group of residents to produce a new Customer Service Pledge which is now available as a booklet and on our website.



THAMES VALLEY HOUSING

Homes to improve lives

CUSTOMER SERVICE, COMPLAINTS AND RESIDENT INVOLVEMENT

How are we doing?

Measure	Performance
Tenant satisfaction with overall service	82%
Increase in incidents of resident involvement	40%
Complaints responded to in time	94%
Satisfaction with complaint handling	44%

Overall satisfaction with Thames Valley Housing has increased from 76% to 82% in the last three years (this is based on a large independent survey and is statistically valid). We have increased our resident involvement to improve the feedback we get about our services, and as a result we have been able to make real improvements, some of which are outlined in this report. We have also improved the way we manage complaints, learning from our mistakes and giving you faster responses (complaints responded to in 20 working days increased from 76% to 94%). Phone contact continues to be popular with residents and 87% of you were satisfied with the way your call was handled.

However, we know we can do more and we will continue to listen to you and make further improvements.

Improvements we will make in the next 12 months

- Use the information we have to shape our services around the diverse needs of customers
- Review demand for late night/ Saturday access to services
- Hold an event for involved residents to look at feedback and communication
- Put in place actions from our last complaints review and increase satisfaction levels with how complaints are handled to 50%
- Establish a group of residents to monitor performance and help produce this report in future years

REPAIRS AND PLANNED WORKS

How are we doing?

Repairs to your home

- 92% of residents were satisfied with the repair itself
- 90% of repairs were completed in one visit
- 97% of appointments were kept
- 97% of emergency repairs were completed within time

Communal repairs

- 92% were completed within time
- Satisfaction with communal lighting was 73%

We complete around 10,000 repairs a year at an average cost of £122, but we know we don't always get it right. You've told us repairs are the most important service we provide to you and we have used your feedback to improve communication by:

- ensuring we have a current phone number
- asking workmen to book new appointments straight away if the job is not finished on the first visit
- phoning more customers as soon as the job is complete to make sure everything has been done properly

We adapted 22 homes to meet the changing needs of tenants and successfully completed gas safety checks to 99.8% of homes.

Improvements we will make in the next 12 months

- Increase satisfaction with decorations to shared areas by reviewing what we do based on resident feedback
- Test ways to make existing tenants' homes more energy efficient and affordable to run - over one third of you think this is the most important improvement we can make
- Increase the number of tenants we call after a repair has been completed to check that it has been carried out properly
- Start texting tenants to remind them of repair appointments
- Improve our Gas Safety procedure

MANAGING YOUR TENANCY

How are we doing?

Rent and service charges

- We re-let our properties in an average of 24 days
- We moved 89 residents through the mutual exchange scheme
- We collected 99.4% of tenants rent owed to us
- We evicted 52 tenants for non-payment of rent

We do not hold a transfer list as most residents want to move locally and our properties are very spread out. However, we do work closely with local authorities, most of whom have a choice based lettings system. We have been quite successful at moving people through mutual exchanges and we are one of the most efficient landlords when it comes to the length of time taken to re-let a property.

We collect most of the rent owed to us and support people who are having difficulties with paying. Where people do not engage with us or fail to keep to a repayment agreement we will still take action to repossess the property.



Improvements we will make in the next 12 months

- Review our approach to dealing with under occupation and overcrowding in our rented homes
- Assess the impact of any changes to Housing Benefit and review what support is in place

YOUR NEIGHBOURHOOD AND COMMUNITY

How are we doing?

Managing your neighbourhood

- 60% of tenants are satisfied with estate cleaning while 65% of tenants are happy with the standard of gardening
- 95% of our sites met the standard in the cleaning and gardening contract when they were inspected

Anti-Social Behaviour (ASB)

- Last year, we dealt with 295 cases of ASB and evicted 3 tenants because of ASB

We know how important it is to live in a place you can be proud of. We have listened to residents to improve the quality of the environment around your home. We regularly carry out inspections of our sites to make sure the cleaning and gardening has been done properly. In addition to this we also have resident inspectors who use the same forms to complete their inspections. All of these results are used to manage our contracts. To try and improve this we are renewing the cleaning and gardening contract from October 2011, but we also want to increase the number of resident inspectors as they do make a difference to how well the contractors perform.

When ASB occurs it can have a devastating effect and we aim to deal with this appropriately. Residents carried out an audit of our ASB service last year and found that it performed well, but we learnt that we needed to improve our communication to keep you up to date with what is happening with your case.

Improvements we will make in the next 12 months

- Increase the number of Resident Inspectors on estates to 85
- Improve communication with residents when dealing with ASB
- Promote and support the gardening competition for residents

MANAGING COST AND QUALITY

We are very conscious of costs, especially those which are passed on to residents. The box below outlines some of the initiatives we have taken to keep costs under control. We have done this without compromising the service and will continue to do this in the future. This does not directly affect your rent however, as this is set by a Government formula.

How we performed in 2009/10

- We contained staff salaries with a 0% increase this year
- We cut the number of senior management posts
- We moved to online recruitment of staff, saving £52,000 in advertising costs
- We have reduced communal electricity costs on 345 schemes by £25,000 (9.5%) per annum over a two year period which commenced in November 2009
- We will reduce gas costs at 19 schemes by £5,747 (27%) over a 1 year period which commenced in March 2010



LETTING YOU KNOW HOW WE ARE DOING

We will update you in 12 months time so that you can see the progress we have made against these commitments. In the meantime, a group of residents will be tracking our progress, and along with other resident involvement activities we will be identifying further actions.

If you feel we have failed to live up to our promises please let us know and we will respond to you. If you are not happy with that response, you can use our complaints procedure which is available on our website or phone our customer services team.

As you can see, many of the improvements have come about as the result of customer feedback. We would like to thank everyone who participated, from completing a survey to attending an event, and would encourage you to stay involved in the future.



Improvements we will make in the next 12 months

- Improve how we report on value for money, to residents
- Work with our repairs contractors to reduce costs and improve services
- Hold an event for resident inspectors to shape the new cleaning and grounds maintenance contracts
- Improve the accuracy of cleaning and gardening specifications with more detailed measurements

Thames Valley Housing
Premier House, 52 London Road,
Twickenham, TW1 3RP

Customer Service Centre: 0800 358 7767

Opening hours 8am - 6pm Mon-Fri

Fax: 020 8607 9923

Email: info@tvha.co.uk

Web: www.tvha.co.uk

Translations and Interpretation

If you need to contact us about anything and need an interpreter, call 0800 358 7767 and tell us your language.

We can also provide a large print or an audio version of this document

اذا زحمت بالارتباط بنا بخصوص اي امر وتحتاج لترجمه، اتصل على 0800 358 7767 واخبرنا ما هي لغتك ايضا بإمكاننا توفير منشور بطباعة ذات الحروف كبيرة او تسجيل صوتي لهذه الوثيقة.

اگر به هر دلیلی لازم دارید که با ما تماس بگیرد و نیاز به مترجم دارید، لطفاً با شماره 0800 358 7767 تماس بگیرید و زمان مورد نظر خود را اعلام کنید. ما می توانیم چاپ یا حروف درشت یا نسخه صوتی این سند را برای شما تهیه کنیم.

Si vous avez besoin de nous contacter, quelle qu'en soit la raison, et avez besoin d'un(e) interprète, appelez le 0800 358 7767 et indiquez-nous votre langue. Nous pouvons aussi vous fournir une version audio ou imprimée en gros caractères de ce document.

Jeśli chciałbyś o coś zapytać a wymagasz pomocy tłumacza, zadzwoń na numer 0800 358 7767 i powiedz nam, w jakim mówisz języku. Powyższy dokument dostępny jest również w formacie dużych czcionek oraz w wersji audio.

Se precisar de nos contactar e necessita de um intérprete, telefone para: 0800 358 7767 e diga-nos que língua fala. Também podemos providenciar este documento em letras de tamanho grande ou em audiotapes.

ਜੇਕਰ ਤੁਸੀਂ ਸਾਡੇ ਤੋਂ ਕੋਈ ਗੱਲ ਪੁੱਛਣੀ ਹੈ ਅਤੇ ਇਸ ਲਈ ਇੰਟਰਪਿਰਟਰ (ਦੁਆਰਾ) ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0800 358 7767 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਆਪਣੀ ਭੋਲੀ ਦੱਸੋ।
ਯਾਹੀ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਵੱਡੀ ਟਿਕਾਈ, ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਵੀ ਦੇ ਸਕਦੇ ਹਾਂ।

Hadihi aud u busharati inasaidi kama sio kiritirihi ama habuan tabay narjumaan, soo waa 0800 358 7767 adigoo raa shayga kaqabsi and ku hadashid. Waa kalowadi heli kartaa dokumentigaan oo maqal ah ama far waa weyn ku qoran.

اگر آپ کو کسی شے کے بارے میں سوال ہے یا آپ کو کسی شے کے بارے میں سوال ہے، تو براہ کرم 0800 358 7767 پر کال کریں۔ ہم آپ کو اس کے بارے میں سہولتیں فراہم کر سکتے ہیں۔



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The Government Standard