

How are we doing with our Local Offer?














At the beginning of the year we created a local service offer to address the needs of all A1 Housing tenants, and specifically our tenant profile.

This offer sets out a number of targets and actions that we are working on to improve the levels of service that you receive. These are called 'Standards' and were developed with the help of tenants through groups such as the A1 Hundred Club and Tenant and Resident Associations.




We have also addressed the needs of our tenant profile (the average tenant) which has been identified as someone who is elderly and someone with a disability or a long-term illness.

This leaflet gives you an update on the tasks we have been set and how we are doing with each one.

If you have any questions regarding the offer, please contact a member of our Customer Services Team on 01909 534520.

Key Developments	Comments	Status
Tenant Involvement and Empowerment Standards		
The freephone service should be made available to mobile phone calls and text messages	In progress – We are looking at moving to a single low-cost call rate for all users	
Review the Call Centre opening hours	Completed – The Call Centre hours have been reviewed and the new hours of 8am to 5pm are now in place	
Extend the compensation scheme to cover situations where a tenant's complaint is upheld and where they have suffered financially	Completed – The complaints policy has been reviewed and the compensation scheme included	
Develop a Quality Impact Panel (QIP) that looks closely at all A1 Housing services and governance decisions made by the Board	In progress – The QIP has been formed and has made its first recommendations on Estate Inspections to the A1 Housing Board	
Increase tenant involvement without losing the valued role that TRAs play	In progress	
Actively encourage more young people to get involved with A1 Housing	Completed – A young person's focus group has been set up and now meets on a monthly basis	
Greater involvement of diversity groups in helping to design and implement service changes	In progress – Customer profiling information is being collated and analysed	
Increase employment opportunities for people registered as DDA (Disability Discrimination Act) compliant	Completed – Our Investors In People accreditation has been retained	
Home Standards		
Increase tenant involvement in the programming of all capital schemes	In progress – Tenants are now part of the Capital Investment Group	
Ensure that all BDC homes managed by A1 Housing are energy efficient	In progress – A bid has been made to Bassetlaw District Council to fund a renewable energy scheme in the Tuxford area. We are also working on improving the heating systems of properties around Larwood, Worksop	
Ensure that an Occupational Therapist is dedicated to dealing with A1 Housing tenant assessments	In progress – We are working with Social Services to develop new Adaptation contract	
Improve the number of appointment times available for non-urgent repairs outside of normal working hours	In progress	
Begin installing carbon monoxide detection alarms for elderly tenants	In progress – Vulnerable tenants' homes will be fitted with the alarms first	



Key Developments	Comments	Status
Tenancy Standard		
Work with Chesterfield, North East Derbyshire and Bolsover Councils to provide a sub-regional Choice Based Lettings Scheme	In progress - A sub-regional scheme is now in place and is available to view on the A1 Housing Homefinder website	
All new tenants will be offered the opportunity to attend a training course on how to maintain their home	Completed – Training Courses are in place and are advertised on a regular basis	
All of our rent officers will be able to offer benefit and debt advice	Completed – We have developed new Service Level Agreements with 2 Shires Credit Union and Christians Against Poverty	
Our Debt Advisor will provide home visits to help vulnerable tenants	Completed - Home visits are included as part of the role of our Debt Advisor	
Tenancy conditions will be reviewed with tenants to simplify them and ensure they address tenant's concerns	In progress – A review team, including tenants, are currently reviewing the policies	
Tenants can apply for assistance with the maintenance of their lawns and hedges via Branching Out	Completed – A system is now in place for Branching Out to carry out this work	
Neighbourhood and Community		
Expand the Branching Out Service to provide minor adaptations and repairs for tenants, non-tenants and businesses	Completed - Branching Out are now able to provide a number of services to tenants, businesses and the general public	
Train tenant inspectors to look closely at our Anti-Social Behaviour (ASB) services to ensure they meet the required standards	In progress	
Develop the ASB Working Party to look at new initiatives to improve the service	In progress	
Review tenancy conditions to tighten up the controls on ASB	In progress – A review team, which includes tenants is reviewing the policies	
Value For Money		
We will continue to make efficiency savings in a time of cuts to public services	In progress – This is an on-going process and we are currently ahead of our target	
We will introduce more framework agreements to access goods and services at the best possible price and quality	Completed	
Governance and Financial Viability		
We will continue to be tenant led and deliver good quality services at a time when resources are being reduced	In progress	
We will review the impact of self-financing on our viability and involve tenants in the process	In progress – A review of self-financing with BDC has begun	
We will involve tenants in setting the future of A1 Housing from 2014 onwards	In progress – Consultation on our objectives for 2012/13 has started	

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Completed



In Progress

If you would like to know more about any of the information we have provided, please call our Customer Services team on 01909 534 520.

