

T4R - Consumer Standards



Together **4** Residents

T4R met on Wednesday 25th September 2019 at Salvation Army IHQ London and Tuesday 12th November 2019 at saha Bolton Office

T4R Scope

T4R wanted to look at how saha was meeting it's KPI's, by relating their performance to the Consumer Standards, as laid out by the HCA.

Our inspiration



1 - During the meetings T4R looked the Consumer Standards one by one. They worked in groups, discussing each area, and using flipcharts and post it notes to comment on how saha meet the standards. Below are some of the comments raised under each standard:

Neighbourhood and Communities Standard

- *How do we make sure allocations are suitable?*
- *Reminders for when Housing Officers are on the scheme*
- *Clear guidance for residents on where saha responsibilities start and end*

Tenancy Standard

- *Is the sign up process as simple as possible, so everyone understands without being overwhelmed*
 - *Does the Housing Officer have enough knowledge/training in Tenancy issues*
 - *Is it clear for residents and Housing Officers what the Officers role is?*

Home Standard

- *Would like a plain english version of the Decent Homes Standard*
- *Does saha have a policy relating to how we meet this standard?*
 - *Is the repairs timetable published?*

Evidence

T4R had over 30 documents as evidence for these Standards, some of which are listed below:

- All locations and Referral Policy
 - Decant Policy
 - Equality and Diversity Policy
- Termination of Occupancy Agreement
 - Star Survey
 - ASB Policy and Procedure
- Service Charge Consultation (North and South)
- Customer Feedback and Complaints Procedure
 - Health and Safety Handbook
 - Fire Safety Policy and Procedure
 - Asset Management Strategy
 - Repairs policy

Conclusion

Standards agreed and met in full. The panel noted that saha exceed the Standards in all cases, and commented that, through regular monitoring, they hope saha will keep up the good work.

What we aim to achieve

Overall T4R were happy with the feedback and information they received during both meetings. There are some areas where they feel it would be helpful for T4R to work more closely with saha, to aid transparency, for the benefit of all Residents. Suggested areas where a little more transparency might be achieved, and how this may be possible, are listed below:

T4R feel residents may need a clearer understanding of the role of the Housing Officer/Scheme Manager. This could be achieved through individual or group resident meetings with the Housing Officer.

T4R would also like to be reassured that Housing Officers are fully supported with regular training and supervision, and that they are not too stretched with their workload. This could be achieved by T4R members meeting with Housing Officers, over the next year, to discuss any suggestions for improvements from them.

The publishing of planned maintenance timings would be helpful to Residents, as well as all documents in plain english (both internal and external). T4R could assist in the checking of this procedure, and read through any documents before publishing.

T4R would like to see an easier to read and monitor offer from saha that covers duplicate documents.

Thank you!