

# Resident's working group to review Wandsworth's Housing Service Standards

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Workshop 4: Transparency and  
Engagement



# Welcome



Housekeeping



Introductions



What will we do today



# Working Group – questions

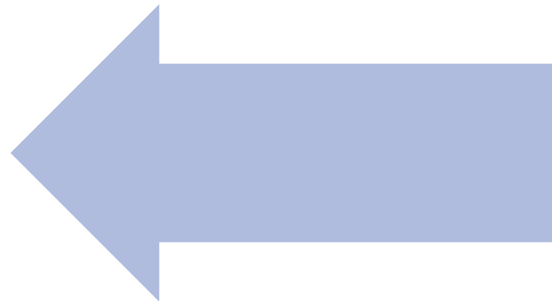
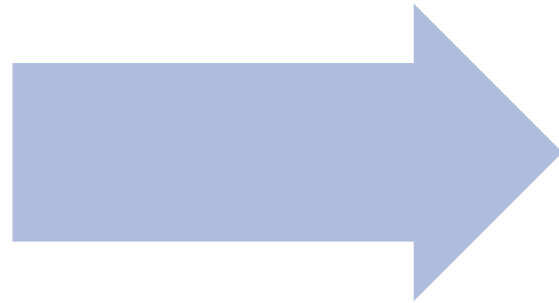
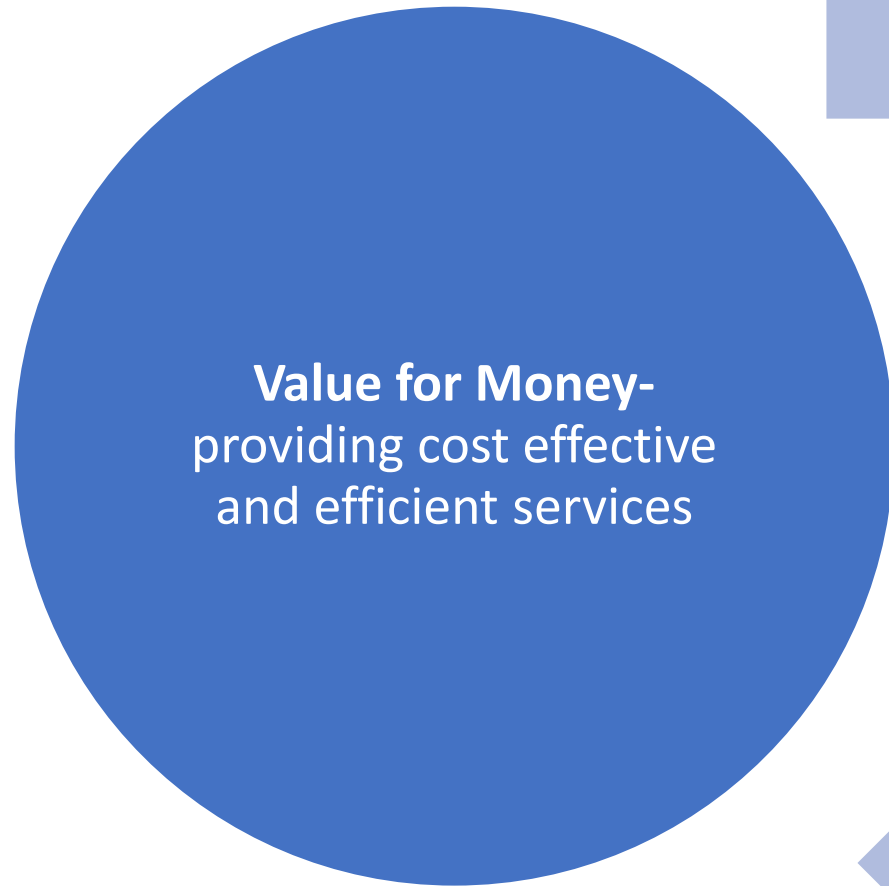
What are the most relevant standards to you?

What do you expect from us?

Is there anything missing?

Are there any amendments needed?

# Transparency



# Transparency – what the regulator expects



- Landlords must be transparent with their tenants and provide the information tenants need to hold them to account effectively.
- The tenant satisfaction measures we recently published will help enable this transparency.
- Landlords will need to have the right culture and mindset throughout their organisations so that they always communicate effectively with their tenants, from the strategic decisions they make through to the services they deliver.
- Tenants have told us that it can be difficult to find information or to know where to go for it. This will need to change. Our new consumer standards will support this shift in culture, accountability and in the openness of the relationship between landlords and their tenants.

# Current Transparency service standards



- Write to residents on completion of a major works contract inviting their views on the project
- Send out service charge bills by 1 October each year including a summary of costs and a breakdown of the estimated costs for the current year
- Respond to requests for information from leaseholders, prospective purchasers or their solicitor within 21 calendar days of receipt once the relevant fee is paid
- State the budget position for the Housing Revenue Account and set out what we have spent our resources on in the Annual Report to residents
- Publish our average management and maintenance cost per dwelling and set targets to ensure we continue to provide such services at competitive rates
- Where there are communal heating systems the Council will continue to seek to secure competitive rates to purchase gas and pass the benefit of the price secured on it to council tenants and leaseholders
- Aim to achieve value for money by competitively tendering services particularly where there is an active market for that service and a better price can be achieved
- Aim to deliver high quality value for money services

# Current Transparency service standards



- Deal with our customers with honesty and integrity telling you what we can and cannot do
- Be clear about what your responsibilities are
- We want to make sure that we keep to our service standards.
- Feedback from our customers about how we do things
- Service specific satisfaction surveys e.g. on repairs, major works, dealing with ASB
- A council resident satisfaction survey to measure tenant and leaseholder satisfaction with the overall housing service that takes place every two years
- Learn from complaints and comments and publish through the Annual Report to residents and the area housing panels
- Provide an annual report which we will develop with resident representatives, to show our progress against service standards and targets
- Annually review the performance indicators we report and the targets we set so they remain relevant, challenging but achievable

# Transparency – what to consider



How we are spending money

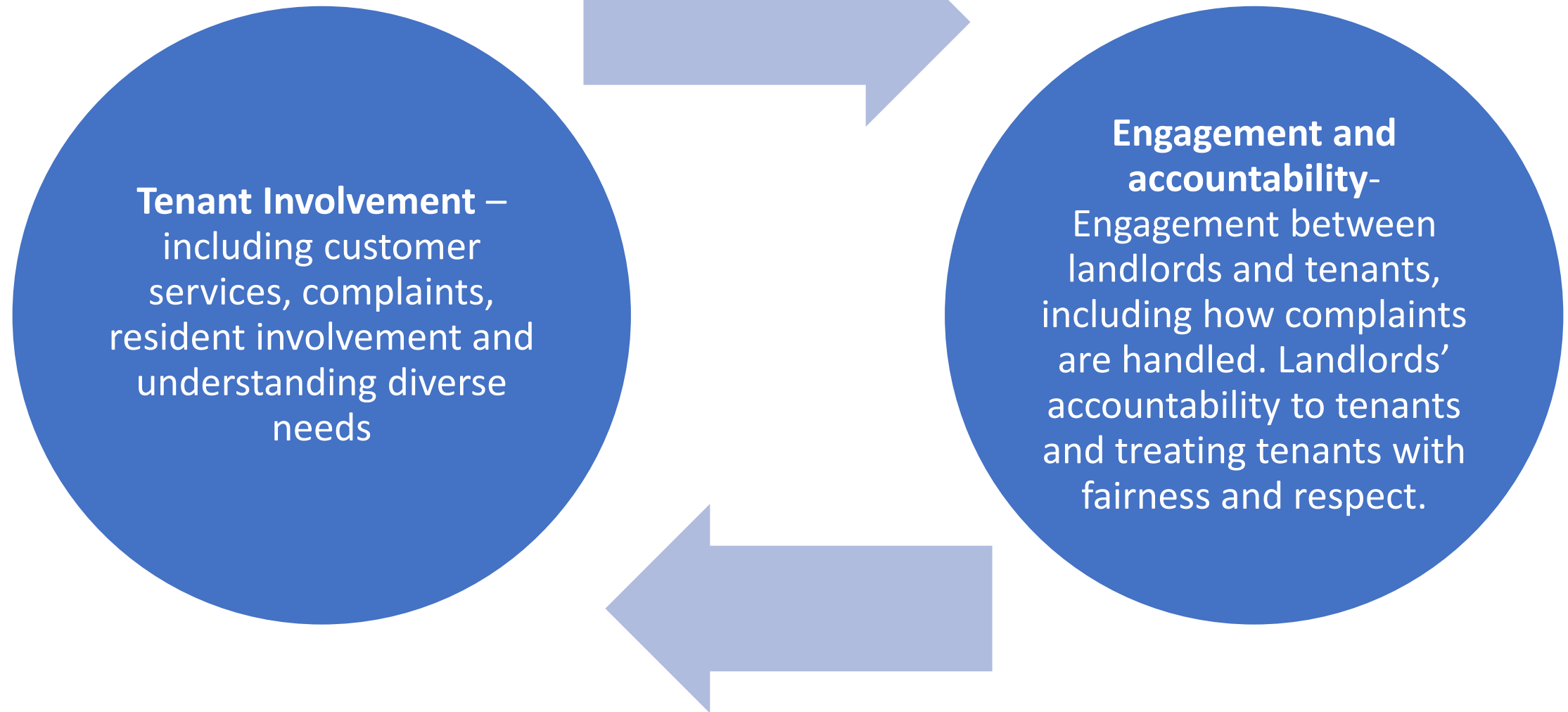
Awareness of our performance and standards

Are you provided with enough information to challenge us effectively?

Anything from strategic decisions to delivery of services



# Engagement and accountability



# Engagement and accountability – what the regulator expects



- Landlords that listen to tenants and take their views into account will deliver better outcomes for tenants.
- Landlords will need to consider how best to engage with their tenants and to really understand their feedback, so that tenants can influence decision making and meaningfully influence the services they receive.
- What works well at one moment in time will not necessarily be appropriate in the future or in every circumstance. So, our work is looking at the role of tenants in shaping the ongoing improvement of how their landlords engage with them

# Current Engagement and Accountability Service Standards



- Support the development of accredited Resident Associations (RA) and seek to increase the number of residents with access to an RA
- Publish and deliver Homelife to all Council properties four times a year and promote the online version. This gives us the opportunity to tell residents what work the Department and community groups are doing
- Provide a variety of ways for you to tell us what you think about our services
- Provide two sheltered housing newsletters each year to keep you informed and hold sheltered RA focus group meetings three times a year
- Provide support and funding for recognised Housing Community Champions who work for the benefit of their local community
- Carry out regular mystery shopping exercises using our panel of trained resident Mystery Shoppers to monitor the effectiveness of our services online and over the telephone “Offer options for residents to review our services, which may include mystery shopping”
- Work closely with residents on estates identified for improvement and regeneration to develop preferred options for the future of their homes and estates
- Ask tenants who receive additional help their views about the services provided through surveys and community-based events

# Engagement and Accountability Service Standards – what to consider



How are residents being listened to and being heard

Expectations with being heard and contributing to services

Expectations if you complain

# Next steps

- Area Housing Panels
- 28<sup>th</sup> March follow up session
- Borough Residents Forum
- Committee