

LOCAL OFFERS 2017/18

Home Standard:

- We will offer you the earliest appointment to carry out your repair or your choice of appointment
- We will aim to complete 80% of repairs at the first visit
- We will complete repairs within agreed timescales
- We will use texts to help remind you of appointments for your repairs where you need to be at home
- We will repair empty homes to an agreed standard.

Neighbourhood and community standard:

- We will keep our communal areas clean and safe and allow residents to grade the standard
- We will carry out regular neighbourhood inspections. These will be advertised on our website and include how residents can join in
- Where there's a communal cleaning contract in place we'll make sure that the cleaning is carried out in line with the cleaning specification agreed with our contractors
- We will carry out grounds maintenance work on our estates in line with the specification agreed with our contractors
- We will respond to reports of anti-social behaviour in a timely manner, with a victim focussed approach. We will take appropriate action, keep victims updated and work in partnership with other agencies.

Tenancy Standard:

- We will let our empty homes in a fair, efficient and transparent way
- We will monitor the impact of Welfare Reforms on rent arrears so we can support our customers to maximise their income to help them keep their home
- We will re-let all empty homes quickly and efficiently
- We will support customers to move to alternative accommodation to address overcrowding and under occupation
- We will provide free access to a mutual exchange service for customers.

Tenant Involvement and Empowerment standard: Customer engagement

- We will provide a wide range of ways for customers to get involved and have their say on how we manage homes and provide services.
- We will provide customers the opportunity to have their say on service changes that impact their neighbourhood or community
- We will always provide feedback to customers who have given us their views and publicise how our services have changed as a result of customer feedback/consultation.

ASTER

GROUP

- We will increase the opportunities for customers to engage with us using digital technology, and provide a self-serve facility to enable a variety of digital transactions to take place.
- We will provide support for customers who need help getting online by offering a range of digital training and opportunities to improve their employability skills.
- We will enable and support customers to become involved with the scrutiny of services to demonstrate service improvement and value for money and share the outcomes
- We will publicise our service standards on our website.