

ForHousing 



Together with **tenants** charter



Together with tenants charter

The Together with Tenants Charter has been developed alongside tenants as a way of making clear what matters to you and our commitment to providing the best possible services to tenants, putting you at the heart of decision making.

The aim of the charter is to:

- **Make clear what is important to you as tenants**
- **Be open about our commitment to improve our services**
- **Improve our accountability to you**

This charter has been developed by listening to your feedback, we did this through a six-month engagement process which ran from January to June 2022, which included creating the Together with Tenants Facebook page, a consultation on the draft charter and tenant drop-in sessions in May/ June 2022.

A working group of 14 tenant volunteers looked at your feedback and identified key themes and issues that are important to you, from this, a series of commitments were made by ForHousing to improve how we work alongside you. Following consultation on the draft charter, the tenant working group co-designed a way of measuring the delivery of our commitments. In this process we wanted to understand how we can make it easy for you to know how we are doing and for us to provide you with assurance that we are doing what we said we were going to do.

Information about how we are doing will be shared with you regularly, our Customer Committee, the group of ten ForHousing tenants and customers who hold us to account for the delivery of our services, will oversee our performance in delivering the charter commitments on a quarterly basis. We will then share this on our website for you to look at.

We will also use the Tenant Satisfaction Measures to inform us about how we are doing. The measures have been introduced by the Housing Regulator to set the standards that all social housing landlords must meet, they will support tenants to hold landlords to account across the themes of repairs, building safety, complaint handling, helpful tenant engagement and responsible neighbourhood management.

I want to thank all the tenants that took the time to help to create this charter, be that through sharing their experiences, joining the working group or responding to the consultation. I'd also like to give a special thank you to the tenant working group who worked alongside us to develop the charter, giving up many hours of their time to look through the comments provided in the consultation and help us to develop how we will measure performance, so we can make sure that we are telling you about the things that matter.

Martyn Hague

Executive Director of Customer



THEME ONE

Communication & visibility



You told us...

You have told us that we need to get better at communicating with you, that you want a wide range of ways to communicate with us and want us to keep you informed about the things that matter to you. That might be the progress of a repair, information about what is happening to your home or in your neighbourhood, how we are working to sort out any problems, or how you can get in contact with us.

You also told us that you want to know more about what we are doing to respond to your feedback and how we are improving services as a result.

You told us that you want ForHousing to be more visible in your community and for you to have the opportunity to talk to us in a way that suits your needs, including face to face.



We will commit to:

- Treating you fairly and with respect
- Continuing to improve our communication and providing a variety of ways for you to get in contact with us, including face to face appointments and support for people with accessibility needs or where English is a second language
- Providing information that is accessible, clear and jargon free
- Provide information about the services that we offer and the teams that can help you, according to your particular need
- Telling you how your feedback is making a difference and how we are listening to your views to make services better
- Being clear about how long it will take us to solve an issue and communicating with you if things change
- Being honest with you about what we can and can't do
- Putting things right if they go wrong

How we will measure success:

We will report on how we are doing in delivering our commitments by using a number of different performance indicators, as well as providing you with stories, case studies and examples of what we are doing to listen to your feedback and change. These indicators will be reported to you on a quarterly and an annual basis.

Quarterly

- % customers who felt their contact was handled effectively
- % of customers who feel they have been treated fairly
- % of customers who feel they have been treated with respect

Annual

- Gather tenant feedback to identify improvements to our services - you said we did. Do this on an annual basis.
- Provide an update about the performance on the Tenant Satisfaction Measures

Tenant Satisfaction Measures

- TP06 Satisfaction that the landlord listens to tenant views and acts upon them
- TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them
- TP08 Agreement that the landlord treats tenants fairly and with respect

**Communication
& visibility**
- continued



**THEME
ONE**

THEME TWO

Influence & accountability

You told us...

You told us that you would like us to listen to you and that you would like to work with ForHousing to improve the experience of tenants and improve services. You said you'd like to work alongside ForHousing by having honest conversations and developing services that reflect both the needs of tenants and the organisation.

You said that you want to know what we are doing to improve services and what we are spending money on.

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We will commit to:

- Providing a wide range of opportunities for tenants to influence how we develop and improve services
- Providing a wide range of opportunities for tenants to feedback about our services, including more informal methods
- Providing information about how your involvement and feedback has led to service improvements and changes
- Making it clear how you can complain to us if you need to
- Take ownership of any issues and work with you to resolve them
- Undertake tenant led scrutiny projects on services and issues that you have identified through feedback and performance
- Work in partnership with the Customer Committee to hold us to account on delivering the commitments of this Charter
- Producing an annual report that highlights what ForHousing has delivered during the year

How we will measure success:

We will report on how we are doing in delivering our commitments by using several different performance indicators, as well as providing you with stories, case studies and examples of what we are doing to listen to your feedback and change. These indicators will be reported to you on a quarterly and an annual basis.

Quarterly

- % tenants satisfied with services received
- Number of complaints escalated to the Housing Ombudsman
- Number of complaints upheld by the Housing Ombudsman
- % customers satisfied with complaints service

Tenant Satisfaction Measures

- TP01 Overall satisfaction
- TP09 Satisfaction with the landlord's approach to handling of complaints

Annual

- Provide information detailing why people are satisfied and dissatisfied with services and include case studies about what ForHousing have done to resolve dissatisfaction
- Provide examples and case studies about how we are learning from complaints
- Create and publish a tenant involvement annual report and include how services are improved due to feedback

THEME THREE

Environment & neighbourhood

You told us...

You told us that how your neighbourhood looks and feels is important to you and that you want to live in a clean and tidy neighbourhood.

A lot of your feedback centred around the look and feel of your neighbourhood. While ForHousing can have an influence over how your neighbourhood looks and feels, there are services such as street cleaning, removal of fly-tipping and emptying of the bins which are the responsibility of the Local Authority. In some areas, ForHousing has responsibility for some of the Green Spaces, but in other areas it is the Local Authority. We do work in partnership with other organisations to manage estates and neighbourhoods, but not everything falls under our responsibility.

You also told us that your local community is important to you and that you want more information about how you can get involved.

We will commit to:

- Working with you to improve local green spaces and exploring new ways of working to do this
- Work in partnership and influence organisations that are responsible for the delivery of services that effect the management of estates and neighbourhoods e.g. fly tipping and rubbish collection
- Work with local community groups to develop and deliver activities that make a difference through our Community Development Team and grant funding



How we will measure success:

We will report on how we are doing in delivering our commitments by using a number of different performance indicators, as well as providing you with stories, case studies and examples of what we are doing to listen to your feedback and change. These indicators will be reported to you on a quarterly and an annual basis.

Annual

- Provide case studies and examples of the positive work that happens in the community
- Provide case studies and examples of partnership working with statutory authorities and other partners

Tenant Satisfaction Measures

- TPI0 Satisfaction that the landlord keeps communal areas clean and well-maintained
- TPI1 Satisfaction that the landlord makes a positive contribution to neighbourhoods

THEME FOUR

Repairs & asset management

You told us...

You told us that you would like us to listen to your feedback and improve our repairs and maintenance service. You said that you don't want to have to chase us for feedback about a repair and that when you report a repair, you want it to be done quickly and to a good standard. You said that if there are any changes that you want to be kept informed.

You asked us about the timings of replacement bathrooms and kitchens and where you can go if you need any adaptations to your home.

We will commit to:

- Listening to your feedback, we have removed the 100 days repairs priority and replaced with a 30 day timescale for all non-urgent repairs. Where a replacement part is required, these will be completed within 80 days and we will keep you fully informed at regular intervals from 2 weeks following the job being raised
- We will measure progress against these new timescales and keep you informed about how we are performing
- Improving how we communicate with you about repairs
- If follow on works are required, being clear about what they are and making arrangements for this quickly
- Reviewing our current repairs and maintenance contract and understanding the tenant experience, and working with tenants to improve the specification for how we deliver the repairs and maintenance service
- Making clear when you are due new bathrooms and kitchens and letting you know in advance when your home is due improvement works
- Make it clear what the process is to get aids and adaptations to your home
- Exploring new ways of supporting tenants who might need additional support to maintain their home

How we will measure success:

We will report on how we are doing in delivering our commitments by using a number of different performance indicators, as well as providing you with stories, case studies and examples of what we are doing to listen to your feedback and change. These indicators will be reported to you on a quarterly and an annual basis.

Quarterly

- % of tenants satisfied with responsive repairs
- % properties maintained at the full Decent Homes Standard
- % of damp inspections completed within 10 days
- % of damp and mould cases completed within 40 days
- Average no. of days to complete a repair
- % repairs completed on time
- Give updates about how satisfied you are with services, looking at what you tell us when you are undertaking our satisfaction surveys.

Tenant Satisfaction Measures

- TP02 Satisfaction with repairs
- TP03 Satisfaction with time taken to complete most recent repair
- TP04 Satisfaction that the home is well-maintained

Annual

- Provide details about how the repairs and maintenance is being improved and how we are monitoring the improvements



**Repairs & asset
management**
- continued



**THEME
FOUR**

THEME FIVE

Safety

You told us...

You also told us that when you are reporting Anti-Social Behaviour you want to understand more fully the process for this and the potential limitations.

Some of your feedback centred around wider issues in the neighbourhoods, such as drug use, drug dealing and Anti-Social Behaviour in the neighbourhoods, e.g. off road motorbikes. While these issues are a Police matter and we advise that you contact the Police via 101 or 999 if there is an emergency, ForHousing can provide advice and support on whether the issue is something that we can deal with directly, or with how to report any matters to the Police.

If you would like to report a crime but want to remain anonymous you can call Crimestoppers on 0800 555 111. Please always dial 999 in an emergency.

You told us that you want to feel safe in your home and as part of our commitment to building safety there are commitments that we want to make to you.

We will commit to:

- Offering a clear and simple process to report Anti-Social Behaviour (ASB)
- Undertaking an annual review of feedback about the ASB service and making changes as appropriate
- Offering support to tenants who are experiencing Anti-Social Behaviour and advising how to report issues that are Police matters
- Working closely with tenants in high rise buildings to support them to raise any issues or concerns via a variety of feedback options
- Regular inspections of our high rise and other buildings such as Extra Care and Supported Housing schemes to ensure that they are safe
- In high rise flats we carry out the 'annual safety programme' where we will inspect smoke detectors, heat detectors, sprinkler heads, fire doors and closer and balcony doors
- Communal areas, where applicable, will have the fire alarm, emergency lighting, door entry systems and other fire safety equipment and procedures regularly tested
- If there is a communal heating system this will be serviced every 6 months and a legionella risk assessment will be carried out if needed
- Meeting regulations about how often we service and check the gas and electrics in your home
- Servicing gas appliances (if your property has them), every 12 months to make sure they are operating correctly and any smoke and carbon monoxide detectors will be tested and replaced, if necessary, the electrical installation in your home will be tested every 5 years



How we will measure success:

We will report on how we are doing in delivering our commitments by using a number of different performance indicators, as well as providing you with stories, case studies and examples of what we are doing to listen to your feedback and change. These indicators will be reported to you on a quarterly and an annual basis.

Quarterly

- % properties with valid landlord gas safety certificate
- % properties with electrical installations inspected within 5 years with a valid EICR
- % communal areas with asbestos inspected annually
- % stock covered by the RR(FS)O 2005 and FSA 2021 with an in-date Fire Risk Assessment (FRA)
- % of properties with a valid Legionella Risk Assessment
- % of lift inspections carried out within statutory timescales
- % customers satisfied with ASB case handling

Tenant Satisfaction Measures

- TP05 Satisfaction that the home is safe
- TP12 Satisfaction with the landlord's approach to handling anti-social behaviour

Annual

- Provide case studies about how ForHousing are engaging with tenants in highrise buildings and what the impact is
- Provide an update on the ASB service regarding feedback and lessons learned 'You Said, We Did' approach



**THEME
FIVE**

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To find out more:

 forhousing.co.uk

 0300 123 55 22



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