

Tenants Conference January 2010



Thank you to everyone who attended our very first Tenants Conference. You came up with some good ideas on how we can improve the services we provide. We value your feedback and look forward to seeing you at next year's event. Here we highlight some of the important issues you raised. Andy Orrey, Acting Chief Executive.



The TSA acts for tenants ensuring they help shape and monitor services provided by social landlords. From April, tenants will be asked to help set our local service standards. The standards will set out the way we deliver our services to ensure they reflect your local priorities. This means you are at the heart of our decisions. We will have new standards in six service areas:

Neighbourhood and community standard.

Value for money standard.

Governance and financial viability standard.

Tenant involvement and empowerment standard.

Home standard.

Tenancy standard.

You told us what mattered to you

Tackling anti social behaviour, improving communication, home improvements and our repairs service were all important areas that you wanted us to focus on.

See inside to find out more about your priorities.

We are listening to you



YOUR views are important to us and what better way to hear what you think than at our first Tenants Conference.

More than 100 people attended the event in January and the feedback we have received has been very positive.

During the day, acting Chief Executive Andy Orrey outlined some of our achievements since taking over the ownership of homes from North Lincolnshire Council three years ago.

Our Resident Involvement Manager, Karen Cowan, took us on the journey of tenant engagement and Director of Housing Services, Steve

Hepworth, spoke about the challenges that lie ahead for North Lincolnshire Homes.

But the most important part of the day came down to you, our tenants, when you were invited to have your say in setting our new local service standards.

In this special newsletter, we highlight some of your ideas, see what you thought about the conference and let you know what happens now.



We asked you: Where are we against the TSA 'Tenant Involvement and Empowerment Standard'?

You said:

Use community venues (schools, libraries etc) to give information and engage people in our business.
 Use newsletters as a good tool for giving messages.
 Consider a student council/board.
 Use text messaging – especially for young people.
 Produce a CD about standards.

Listen more and give good feedback.
 Invest in young people by getting into schools.
 Advertise available support for active volunteers.
 Keep tenants updated about Housing Officer roles and make sure people know who their Housing Officer is.

Here is how you rated NLH against the TSA Tenant Involvement and Empowerment Standard:

	Green (Good) = 35
	Amber (Fair) = 28
	Red (Poor) = 4

We asked you: How do we engage residents in developing local standards?

You said:

Portable Roadshows.
 MP Surgeries
 Digital TV

Face to face in own homes
 Surgeries and going mobile
 Charity/Community Events

Toddler groups
 Sell our successes

We asked you: The TSA says that quality of accommodation must be warm, weatherproof and with modern facilities. Is our Decent Homes Standard good enough or do we need to go further? If so, what things are missing?

You said:

Outside Taps
 Flooring (options of tiles)
 Trees in gardens
 Fencing
 Security lights/secure windows
 Burglar alarms

Carbon monoxide detectors
 Waste disposal units in flats
 Composters
 Coloured security lights
 Driveways

Soundproofing between dwellings
 Mobility scooter storage
 Balcony lighting

The TSA also says that we should provide a good repairs service (timeliness, quality of work etc.) and be cost effective. What do you think to the service now and can we do it better?

Quick response

Take correct details and do job first time
 Send repair note in advance so we know exactly what you are going to do
 Prompt emergency response
 Improve on weekend repairs
 Follow up promptly when not done right
 Maintenance after tenants own improvements – NLH currently refuses to maintain things tenants have done themselves and they feel penalised

Quality/friendly tradesmen
 Do other jobs if possible
 Text or phone before
 Give times for appointments

Here is how you rated NLH against the TSA Home Standard:

	Green (Good) = 12
	Amber (Fair) = 54
	Red (Poor) = 2



Neighbourhoods and Communities

You agreed North Lincolnshire Homes should:

- Keep areas clean and safe by working in partnership with tenants and other public bodies.
- Cooperate with relevant partners to promote social, environmental and economic well being in our areas.
- Work in partnership to prevent and tackle anti-social behaviour in our areas.

What can we do to improve things when Anti Social Behaviour has been identified as an issue?

You said:

Work in partnership
Follow up on tenants issues
Activities for young people
Respond quickly to victims
Review of allocations
CCTV
Multi agency working
Local & sensitive lettings
Mediation
Good communication
Take action
Partnership conference
Mosquito (audible device to deter young people gathering a particular place)
Give tenants chances to improve behaviour

How can we prevent ASB?

You said:

Tenant handbook – remind tenants of obligations
Updates in Key News
Better support
Residents Associations or Neighbourhood Watch in every area
Diversionary activities such as motor repair projects
Work with families and parents
Education
Name and shame
Covert policing
Thorough tenancy talks to applicants before signing up




Here is how you rated NLH against the TSA Neighbourhood and Community Standard:



What else can be done to keep neighbourhoods clean, safe and secure?

You said:

Use Neighbourhood Action Teams
More bins and dog bins
Residents to clean their own areas
Improve refuse collection
Street lighting
Remove old sheds
Improve pathways
Inform tenants of actions on fly tipping
Fire alarms
Inspections by Fire Brigade

	Green (Good) = 1
	Amber (Fair) = 14
	Red (Poor) = 16

We asked you: Where are we against the TSA 'Tenancy Standard'?

The standard says that we must;

Let our homes be in a fair, transparent and efficient way.

Make the best use of available housing.

Have clear decision making and appeals process.

Offer the most secure tenancies that are compatible with the purpose of the housing and the sustainability of the community.

We asked for views on the application process?

You said:

Match allocations to needs of individuals
Shorten application form
Changing aspirations – make stock fit the need
There is a perception that some people are pushing in
Explain the points system and how it works
Move non-families out of family homes

We asked what you thought tenants wanted in their choice of letting?




You said:

Show the home information on the internet

Do repairs before allocation

Use more starter tenancies
Tenant reward scheme
Gardens in fair condition
Freephone telephone
Applications with password protection
Weekly updates
Detailed information on repairs
More choice on location
Adaptive properties
NLH staff to help fill forms

Here is how you rated NLH against the TSA Tenancy Standard:

	Green (Good) = 19
	Amber (Fair) = 27
	Red (Poor) = 2

Conference Feedback

We asked you what you thought of our conference. This is what you had to say. The table below shows how each aspect of the day was rated.

	Excellent	Very Good	Good	Poor	Very Poor	Replies
The Day Overall	33	21	7	-	-	61/61 replied
The Agenda	30	24	6	1	-	61/61 replied
The Info Pack	28	25	7	1	-	61/61 replied
The Venue	34	16	10	1	-	61/61 replied
The Registration Process	35	20	5	1	-	61/61 replied
Total as a Percentage	53%	35%	11%	1%	0%	

80% rated the days presentations as 'excellent' or 'very good'.

88% found the day 'excellent' or 'very good'.

Many said the day was enjoyable and useful.

After the conference - what happens now?

ARMED with your views and opinions, we can now focus on the areas you told us mattered most.

The first thing we will do is pull together all of your comments and suggestions and use them to set our priorities for the future.

All of the information you provided us with will also be fed

directly into any reviews that we are planning to carry out into our different services.

Your feedback will also be crucial in helping us set our new local service standards.

This will ensure that you, our customers, are at the heart of our decisions and helping to influence the future success of North Lincolnshire Homes.

Progress will be published at www.nlhomes.org.uk and in future editions of Key News.

There are loads of ways for you to get involved with North Lincolnshire Homes. If you are interested in finding out more about how you can play an active part in developing and monitoring services contact our Resident Involvement Team, tel (01724) 279900.



How to contact us

Tel: 01724 279900 or 0800 032 6363

Email: enquiries@nlhomes.org.uk

www.nlhomes.org.uk

Follow us on: www.twitter.com/NLHomes

Visit our new Customer Centre
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