

YOUR NEIGHBOURHOOD

Our neighbourhoods will be places where you want to be and where you have peaceful enjoyment of your home. We will work with you and local agencies (e.g. Police, Council etc.) to ensure our schemes and estates maintain high standards of neighbourhood services.

Neighbourhood management

We will:

- Regularly inspect our schemes and we will invite you to join us on planned walkabouts. We aim to do this in agreement with local tenants but typically quarterly or at least twice a year.
- Remove, or arrange with our partners to move, fly tipping or bulky items as soon as is practical.
- Establish good working relationships with statutory bodies and partner agencies such as the Police, local Council departments, community groups, Citizen Advice Bureau.
- Ask you for your views on our communal cleaning and communal gardening services and act upon any feedback.

- Use our website (www.togetherhousing.co.uk) to update you of our neighbourhood services and events as well as providing a profile of your neighbourhood (e.g. location of local facilities etc.).
- Support local residents' associations and local events where we can.
- Promote opportunities provided by us or other agencies to improve your social, environmental and economic wellbeing e.g. support to get into education and employment, engagement in sports activities and social clubs.

When you contact us we will:

- Listen to your concerns and queries about issues within your neighbourhood and help you to resolve these.
- Offer to visit you on site when necessary to see what concerns you have.
- Work with other agencies to maintain our standards and to help us tackle any issues reported to us.
- Keep you informed of any actions we are taking.

Service Standard	Target
Residents are satisfied with their neighbourhood as a place to live	80%

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How can you be sure that Together Housing is meeting these standards of service?

We will:

- Publicise the results of your satisfaction surveys
- Develop local neighbourhood plans that aim to address any identified problems and involve residents in this work
- Update our Operation's Committee annually on our neighbourhood plans and activities and update our Local Panels on performance issues quarterly
- Regularly check service standard promises with tenant representatives and as part of our scrutiny function.

Contact us

In the first instance, please use our website (www.togetherhousing.co.uk)

Your Customer Service Centre numbers:

0300 555 5561	WAKEFIELD
0300 555 5556	ROSSENDALE
0300 555 5559	COLNE
0300 555 5557 0300 555 5558	CALDERDALE SHEFFIELD
0300 555 5560	BLACKBURN
Office hours are 9am until 5pm Monday to Friday.	

Note: - We have a complaints process that is quick, clear and accessible.

Please refer to our Complaints Service Standard for details.

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