

Residents' Charter

Relationships



Quality



When things go wrong



together
housing

Communication



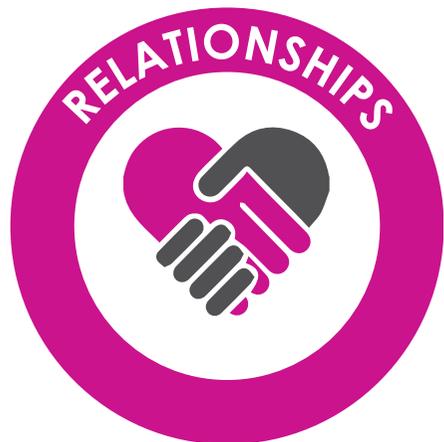
Voice and influence



Accountability



Our commitment



Relationships - We will treat you with respect in all of our communications and interactions.

How we will do this

Our relationship with you will be based on openness, honesty and transparency.

- Our Customer Service Principles set out our values and approach in delivering services to you. We train our staff to make sure they meet these standards.
- We have a range of Service Standards in place which set out the standard of service that you should expect to receive.
- Our Equality & Diversity Steering Group makes sure that particular needs of customers are recognised and accommodated, reflecting the diverse communities we serve.
- We share information with you about how we are performing, how we are run, and how we spend our money - via the website and resident magazines.

How we will show this

You trust Together to act in your best interests



- In our most recent Survey, you scored us 7.9/10 (July 2020)
- Previous score was 7.9/10 (Feb 2020)

Our Survey of Tenants & Residents (STAR) is carried out on our behalf by an independent Market Research Agency.

We contact a representative sample of 1,500 residents by telephone every six months to gather their views on how satisfied they are with our service, any issues they may have, and how we can improve our service in the future.

"They do their job and I fully trust them"
"They're a trusted and reputable company"



Our commitment

How we will do this

How we will show this



Quality – You can expect your home to be good quality, well maintained, safe and well managed.

- We will always comply with legal and regulatory responsibilities about the quality and safety of your home, and maintain these standards for as long as you live there.
- We set out clear guidelines about the standard you can expect from your home when you move in and what we expect from you.
- We regularly monitor our performance against Safety Compliance standards to make sure we keep you safe in your home.
- We have a clear Fire safety strategy and procedures in place and we share information about keeping you safe via our website.
- Our 'Looking after your Home' Service Standard sets out how we will make sure homes are well cared for and well maintained.
- We monitor repairs staff against commitments we have made in our 'Repairs Pledge'.

Overall quality of your home

In our most recent survey, you scored us 8.2/10 (July 2020)
Previous score 8.1/10 (Feb 2020)



The way Together Housing deals with repairs and maintenance

In our most recent survey, you scored us 7.7/10 (July 2020)
Previous score was 7.5/10 (Feb 2020)



Ease of Contacting Together Housing

In our most recent survey, you scored us 8.4/10 (July 2020)
Previous score was 8.4/10



Our commitment



Communication – you will receive clear, accessible and timely information from Together Housing on the issues that matter to you.

This will include information about:

- your homes and local community
- how the organisation is working to address problems
- how the organisation is run
- performance on key issues.

How we will do this

- We have adopted a set of principles which explain what information you can expect to see about how Together Housing is run and how we're performing.
- We publish an annual report.
- We send out regular resident magazines.
- We publish some information in easy read format to help residents who have learning disabilities.
- We publish information about how Together Housing is run and how we are performing, on our website and in our magazine.
- We use your contact information to send you information using a method that suits you.
- We use social media as another method of communicating with you.

How we will show this

Together keeps you informed about the things that affect you

In our most recent survey, you scored us 8.2/10 (July 2020)

Previous score 8.1/10 (Feb 2020)

"They've been nothing but helpful. If I do have any problems, it always gets solved, in the end"



Our commitment

How we will do this

How we will show this



Accountability – collectively, residents will work in partnership with Together Housing to independently scrutinise and hold us to account for the decisions that affect your homes and services and the quality of the homes and services we provide.

- Our Resident Engagement Strategy sets out how we make sure Together Housing is accountable to you.
- We have Local Panels in place which review how we are performing, and which link closely with our Operations Committee.
- Our Scrutiny Panels carry out in-depth reviews on issues raised by you about our services.

Together listens to your views and acts upon them

In our most recent survey, you scored us 7.4/10 (July 2020)

Previous score 7.4/10 (Feb 2020)

"I'd recommend Together Housing because I think they have very prompt service in getting back to you. Alongside this I feel listened to whenever I have a concern that I've passed to them"



Our commitment



Voice and Influence – your views will be sought and valued and this information will be used to inform decisions.

Every individual resident will feel listened to by us on the issues that matter, and can speak freely.

How we will do this

We gather your feedback on a regular basis through a variety of methods, including:

- Rant and Rave (text surveys)
- Complaints
- Our six monthly 'STAR' (Survey of Tenants and Residents)
- Surveys or workshops about specific issues.
- Social media feedback.
- Surveys to our 'Virtual Voice' digital consultation group, which now has 2,400 members.

We use your feedback to improve services, and we keep you informed about the improvements.

- Our 'Customer Voice Group' makes sure we act on your feedback, and it reports to our Board.

How we will show this

Rant & Rave

We have an ongoing target for customer satisfaction of 4.65/5 across the following service areas:

- Customer Service Centre
- Gas Servicing
- New Tenants
- Planned Maintenance
- Repairs and Maintenance
- Tenants who moved in the last 6 weeks.

Tenants rate our service through text messaging following interaction with Together.

In our most recent survey you scored us 4.68 (Aug 2020)

Previous score 4.63 (Feb 2020)

"I think they are easy to approach and are a very listening company"



Our commitment

How we will do this

How we will show this



When things go wrong – you will have simple and accessible routes for raising issues, making complaints and seeking redress.

You will receive timely advice and support when things go wrong.

- We have a clear Complaints Policy and process in place which is available to all residents.
- We have a dedicated Resolution Team committed to finding solutions to complaints.
- We use daily feedback through our Rant & Rave survey to contact residents who have issues with our service.
- Our Resolution team monitor complaint performance to make sure responses are timely, and that we learn from the feedback provided by complaints. We use your feedback to improve our services.
- Our Local Panels monitor how we are performing in relation to how we manage complaints.
- We share information about our performance via our website, resident magazines, and Annual Report to Tenants.

Resolution Team

- We had a slight reduction in numbers on last year (2,164 from 2,258).
- 97% were dealt with at the first 'Get It Sorted' stage compared to 86% last year.
- Overdue complaints reduced from over 55% to around 20% and an overall average of 26% for the year.
- There were no new Ombudsman cases this year, compared to 10 last year.
- We recorded slightly fewer compliments this year, but we still had around 400.

“Whenever I have any issues, Together Housing are prompt in responding”





Residents' Charter



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