

Service Standards

Tenant Involvement

At Wansbeck Homes our aim is to be:

‘A caring organisation committed to quality services, affordable homes and working together to build confident communities.’

We recognise the importance of giving tenants real opportunities to influence and shape the services we provide.

Our aim is to make sure tenants have every opportunity to play an active and meaningful part in the management and development of their housing service. We believe it is our customers who are best placed to advise on what standards and levels of service should be provided. This service standard sets out how you can become involved.

We will:

- Ensure our tenants and customers are effectively involved to influence the services we provide, driving improvements and value for money.
- Provide and continue to develop a wide range of choices in ways you can be involved.
- Involve all sections of the community and in particular develop ways to attract under represented groups.
- Provide support and training to those tenants who participate so they can play an active part in shaping our services.
- Provide quality information that will tell you about opportunities for involvement.
- Involve tenants in producing, reviewing and monitoring information such as the Tenants Newsletter and other key documents produced by Wansbeck Homes.
- Provide feedback on how we take account of your views when we make decisions.
- Publish the outcomes of consultation.
- Make available budgets for small grant schemes.

You can help us by:

- Responding to surveys.
- Reading newsletters.
- Taking part in an Estate Walkabout.
- Joining or starting a Tenant or Resident Association.
- Joining the Tenant Panel or an Area Management Committee.
- Submitting a suggestion or idea.
- Becoming part of a regular feedback group.
- Attending meetings and conferences.
- Making a complaint or giving a compliment.

We will monitor our Tenant Involvement management in the following areas:

- Customer satisfaction with opportunities to take part in Wansbeck Homes management and decision making.
- Completing an annual assessment on the impact of Tenant Involvement.

Performance

We will set challenging targets to monitor our performance against service standards. The results of our performance can be found on posters displayed in our offices, in our newsletters and on our website www.wansbeckhomes.co.uk.

Our service standards have been developed with residents and will be reviewed every two years.

Contact us

For all enquiries you can contact us on 0844 800 3800.

Our phone lines are open:

Monday to Thursday	8.45 am to 5.00 pm
Friday	8.45 am to 4.30 pm

Outside these hours, emergencies can be reported on 0800 0279 766. This service is available during weekends and bank holidays.

Email: info@wansbeckhomes.co.uk

Website: www.wansbeckhomes.co.uk

Fax: 01670 532241.

What if we do not meet your expectations?

Report your concerns to a member of staff who will try to resolve the problem.

If you are dissatisfied with the response given you have the right to make a formal complaint via Wansbeck Homes' complaints procedure. Full details of the complaints procedure are available at your local office or by calling 0844 800 3800.

We are always happy to receive any compliments about our services or hear of any suggestions you may have.

Head Office:

Front Street West, Bedlington, NE22 5TU

Local Offices:

3 & 4 Dawson House, Poplar Street, Ashington, NE63 0BY

The Bungalow, Woodhorn Road, Newbiggin-by-the-Sea, NE64 6HG