

# make a difference to your services



We have recently been inspected by the Audit Commission and achieved very positive results for our major services of repairs, management of empty homes and gas servicing. As the Audit Commission says 'Incommunities has more strengths than weaknesses' this confirms the significant improvements we have made as an organisation since stock transfer in 2003.

As well as our strengths the inspection has highlighted some areas where we need to continue to improve and these are covered below.

## The Audit Commission recommend that to improve our services we need to:

### customer focus and diversity

- ▶ develop measurable quality standards for all services and ensure that performance is monitored and reported to tenants
- ▶ improve complaint handling and reduce dissatisfaction levels
- ▶ monitor the out of hours services to tenants and ensure they are of a high quality
- ▶ make sure we can show that our services are delivered to all groups fairly and deal with any instances of unfairness. This will include ensuring staff and board members have the training needed
- ▶ take action to understand and address low levels of satisfaction among black and minority ethnic tenants
- ▶ ensure we know how to adapt our services to meet individual needs and that this happens automatically
- ▶ introduce clear targets and monitoring arrangements for contractors in relation to fairness
- ▶ find out more about all of our tenants and use the information to tailor services to meet tenants' needs

### the management of empty homes

- ▶ take steps to improve tenant satisfaction with new homes and ensure there are clear actions in place to deal with properties that are very unpopular and that are often empty

### repairs and gas servicing

- ▶ clearly promote the availability of repair appointments currently available and review with tenants opportunities to improve appointment slots and timescales for repairs
- ▶ ensure monitoring arrangements are in place to track quality and customer satisfaction with gas services
- ▶ consider the benefits of installing carbon monoxide detectors and of carrying out checks on non hard wired smoke detectors
- ▶ ensure staff have access to accredited training so that they have a range of skills and are able to complete jobs first time

### value for money

- ▶ involve tenants in the assessment of and management of the associations approach to value for money
- ▶ make sure that we have good information and a clear way of measuring the value for money of services, and set targets for efficiency that our boards and tenants can monitor

### monitoring and reporting outcomes

- ▶ ensure that the outcomes of all initiatives and improvements, for both the association and tenants, are routinely evaluated, measured and reported to tenants

## we want to involve you in helping us to put an action plan together to deal with these points

### you can do this by:

- ▶ **completing the feedback form** available at the reception desk
- ▶ using the freepost address to give us your views (**FREEPOST Incommunities**)
- ▶ viewing the short notice inspection page on our website **www.incommunities.co.uk** and completing the online feedback form
- ▶ contacting our Customer Insight Officers on tel: **01274 254000**
- ▶ **attending one of the following events at:** Trust House, 5 New Augustus Street, Bradford BD1 5LL on either:
  - ▶ **Tuesday 26th January**, between 4pm - 7pm
  - ▶ **Saturday 30th January**, between 2pm - 4pm
- ▶ for further information tel: **01274 254000**