

## Report

**To:** Tenants Committee Members

**Date:** 26<sup>th</sup> March 2020

**From:** Leonard Brown (Housing Manager)

**Subject:** 2020 – 21 Local Offers for consultation and approval.

### **Summary:**

Members are asked to read through the local offer documents for 2019-20 for feedback and approval. These standards are similar to what have been in place since the introduction of the local offer and consultation with our customers. The TC has been consulted on reviews annual basis.

There are separate local offer agreements for Tariq House due to its uniqueness and reasons known to the committee members. The agreement is tailored to specific services that are only applicable to Tariq House.

**Consulting & Approval**

### **Introduction:**

Local Offers are locally agreed standards of service that have been developed by tenants and staff at Westway HA.

This will mean change to the way we monitor our services, but it doesn't mean we're going to change the services we deliver. We will focus on how our services fit in within the regulatory framework and make sure we're doing what's most important to you.

The regulation focuses on landlords getting back to basics and working with you to deliver services that produce real improvements. We need to be able to measure the differences we have made to you in delivering our services. As part of this regulation, we started producing for you an Annual Report by 1 October of each year, letting you know how we're doing, what standard of service you're getting and our plans for improvements all of which has and will continue to be discussed and confirmed with you.

### **About the regulation**

Our previous regulator the Tenant Services Authority introduced the co-regulatory framework to work with landlords and tenants to improve the standards of service for tenants and residents, the same framework has since been adopted by the current regulatory body Home and Community Agency (HCA).

The priorities set are:

- **Prioritising Health & Safety and Compliance.**  
Compliance and Health and safety will be the fore front of our priorities this includes – FRA, LGSR, EPC, Asbestos, Electrical Safety, Lift, Legionnaire’s Treatment & FFHH Act 2018
- **Securing a fair deal for tenants**  
Giving you more choice, strengthening your influence and a greater say in how services are managed.
- **Protecting the rent payer**  
Maintaining the investment in your home and keeping rents affordable.
- **Delivering modern and effective regulation**  
Reducing bureaucracy, focusing on results, giving landlords freedom to run themselves and adapting services to local needs.
- **Value for money**  
Ensuring that the services are efficient, effective and economical.

## Co-regulation

In simple terms, “co-regulation” means “working together”. Instead of being inspected by the regulator, we now regulate ourselves with the help of tenants, peers and our partner local authorities.

We will rely on reviews by our Tenants Committee to identify areas of our service that are not meeting the standards and need improving.

The regulator will only get involved if things go seriously wrong.

## The regulatory standards & Consumer standards

The standards greatly simplify the regulation of the social housing sector, by setting out seven clear standards that are focused on results.

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|--|
| <b>1. Tenant involvement and empowerment</b> |
| <b>2. Home</b>                               |
| <b>3. Tenancy</b>                            |
| <b>4. Neighbourhood and community</b>        |
| <b>5. Rent</b>                               |
| <b>6. Value for money</b>                    |

## 7. Governance and financial viability

The actual wording of the standards is intentionally not specific, which allows us greater flexibility to work with you in agreeing how we deliver our services. The main reason for doing things this way is so that we can concentrate on how we can achieve things, rather than rigidly following specific, detailed processes.

As part of the regulation, we have to develop locally tailored standards of service known as “local offers”. **These are in response to you telling us what’s important to you and us making a commitment to deliver those services to an agreed standard.**

The regulator has not really defined what “local” means, it has encouraged landlords to discuss and agree this with tenants. We can make offers across our stock, local authority areas, neighbourhood, estates, block etc.

We have concentrated on what can be done and made sure we focus on value for money.

### Our local offers

We will...

- Complete any emergency repairs within 24 hours
- Complete any repairs classed as urgent within 7 Calendar days
- Complete any repairs classed as routine within 28 Calendar days
- If you report a repair which needs inspecting a maintenance surveyor will visit you within 5 working days
- Offer appointments for all urgent and non-urgent repairs
- Keep our repair appointments
- Inform you in advance of any planned maintenance to your home
- Make sure newly let homes meet agreed standards of repair
- Return your calls within 1 working day
- Respond to correspondence within 10 working days of it being received in our office
- Acknowledge your complaint within 1 working day
- See you within 5 minutes, if you come into the office without an appointment
- Offer a resolution to your complaint within 10 working days
- We will respond to reports by victims of Anti-Social Behaviour (ASB), within one working day and discuss how to proceed with you and make sure that you understand the options available
- At the very least, give you monthly updates on ASB complaint you make
- Always ask you for feedback once your ASB case is closed
- Provide a covert mobile CCTV facility to deal with ASB as and when is necessary to do so.
- Inspect your scheme a minimum of once every three months
- Remove non offensive graffiti within one week
- Where we have responsibility for grounds maintenance, cut the grass at least once a month during the growing season.
- Where we have responsibility for cleaning the communal areas, clean once a week
- Publish our standards for estate services and make them easy and accessible.

- Encourage and support projects that benefit the communities in which our tenants live
- Ask for your feedback when you've been involved with improving the service we provide.
- We will provide service charge consultation whereby weekly increase is more than £3.00 per week per household and will also target high profile schemes for service charge consultation.
- Where possible, we will attend to breakdown of lift within 24 hours of reporting

### **Verifying what we tell you**

Our Annual Report for Tenants must show how we have involved you in scrutinising our performance and what others have found when inspecting our services.

We are developing training for tenants on how to do this and we have good working relationships with other local housing providers who have already carried out inspections on areas of our service.

We changed the way we scrutinise our services, and the scrutiny will derive from the tenant committee who will be looking at specific service area.

### **Conclusion**

#### **Involving you**

The new regulation requires us to “engage meaningfully with tenants”. We already do this through surveys, Tenant Committee, Focus Groups, and Board Meetings. More options, such as texting, webinars (online meetings) telephone conferencing and other methods have been implemented and available to ensure we reach as many people as we can. We will also respond to the diverse needs of our tenants by holding dedicated meetings or events targeted at specific groups.

If you would like more information about anything in this document or want to get involved in some way, please get in touch.

Housing Services, Westway Housing Association, UNIT B, 292 KENSAL ROAD, London, W10 5BE. Phone 020 8964 2323, Fax 020 8964 2255 or email us [HousingDept@westwayha.org.uk](mailto:HousingDept@westwayha.org.uk)

We can help you access this information in another way, format, style or language.

Please contact us on 020 8964 2323 or fax 020 8964 2255

## TARIQ HOUSE

2020-21

### **Our current local offers follows specific:**

We will...

- Complete any emergency repairs within 24 hours
- Complete any repairs classed as urgent within 7 Calendar days
- Complete any repairs classed as routine within 28 Calendar days
- If you report a repair which needs inspecting a maintenance surveyor will visit you within 5 working days
- Offer appointments for all urgent and routine repairs
- Keep our repair appointments
- Inform you in advance of any planned maintenance to your home
- Make sure newly let homes meet agreed standards of repair
- Return your calls within 1 working day wherever it is possible to do so
- Respond to correspondence within 10 working days of it being received in our office
- Acknowledge your complaint within 1 working day
- See you within 5 minutes , if you come into the office without an appointment
- Offer a resolution to your complaint within 10 working days
- We will respond to reports by victims of Anti-Social Behaviour (ASB), within one working day and discuss how to proceed with you and make sure that you understand the options available
- At the very least, give you monthly updates on any ASB complaint you make
- Always ask you for feedback once your ASB case is closed
- Inspect your scheme a minimum of once every month
- Remove non offensive graffiti within one week
- Clean the communal areas twice a week
- Publish our standards for estate services and make them easy to access
- Provide personnel security patrols to the block as and when needed.
- Provide 24 hour access to the police and SNT (Safety Neighbourhood Team) to assist in dealing with ASB.
- Encourage and support projects that benefit the communities in which our tenants live
- Ask for your feedback when you've been involved with improving the service we provide
- Provide 24 hour CCTV in the building – This is due the location and the density of occupants

- Quarterly readings for your Gas and Water meters for the purpose of your service charge
- Extra refuse collection arrangement with the local authority (LBE) this is regularly reviewed to ensure service achieve value for money.
- Provide annual service charge consultation with tenants particularly, the utilities are included in the service charge payment.
- We will attend to breakdown of lift within 24 hours of reporting.