

## Community Care Alarm Service (CCAS) and Sheltered Housing

- We will offer a free financial assessment to all applicants who are offered a sheltered housing tenancy, to help them decide whether they can afford to live in the property.
- We will offer an enhanced property standard for sheltered housing properties which includes stripping and painting all rooms if the property needs to be decorated.
- We will offer a low cost packing and unpacking service along with a removal service to all new sheltered housing tenants.
- We will offer an enhanced furniture package which can include carpets, curtains and a specialist bed for new sheltered housing tenants if they need them.
- We will offer a free financial assessment when completing a support plan for all sheltered housing tenants.
- We will provide a small fund for environmental improvements for every sheltered housing scheme during 2011/12, and provide guidance on what the money can be spent on, so that everyone can get involved in improving where they live.
- We will consult all sheltered housing tenants, either through meetings or individual visits, before any sheltered housing improvement work is carried out.

## Concierge Service

- We will provide information about Concierge Staff in all Concierge blocks and will update this every three months
- Building Cleaning Performance Reports for Concierge Blocks will be published on Concierge block notice boards and on the YHN website every quarter.
- We will update notice board information in Concierge blocks on a monthly basis.
- We will provide quarterly updates to keep customers informed of changes to the Concierge Service through newsletters, Homes & People, Tenant And Residents Associations's (TARA) or the website.
- We will investigate options to clean chutes where inspections show there is a need by 30/11/2011.
- Communicate to tenants and visitors the reasons and rationale for the deployment of CCTV cameras in Concierge blocks by 31/12/2011.



## Local Offers

Local offers are our key commitments for improving the service. They are developed in partnership with customers and reviewed every year.

We report how we have performed against local offers every three months to the YHN Performance Committee, which is responsible for monitoring our services, and includes tenants, councillors and independent members. If we are not achieving any local offer, we will put an action plan in place to improve our performance. We also report on how we have performed against the standards in Homes & People, our newsletter for all customers and on our website [www.yhn.org.uk](http://www.yhn.org.uk)

When offering our services we will treat everyone equally, no matter what their level of income or housing circumstances. We will be polite and make sure the service you receive is confidential and appropriate to any special needs you may have.

# Local Offers

## Housing Management

- We will provide details to all customers on who their housing officer is and how to contact them by 30/09/2011.
- We will review the process for estate walkabouts by 31/03/2012.
- We will deliver a training programme on dealing with Anti social behaviour for housing management staff by 31/10/2011.
- We will provide information to customers on who deals with what, for example what the City Council has responsibility for and what Your Homes Newcastle has responsibility for by 31/12/2011.
- We will review the way we manage estate management Service Level Agreements with the Council by 31/03/2012.

## Property Maintenance (Repairs & Maintenance)

- Investigate options for operatives to contact customers and provide an arrival time for appointed works by 30/09/2011.
- We will investigate how we can use the information that we have on customers to provide a better service by 30/09/2011 (for example ensuring that we give customers enough time to answer the door).
- We will publicise our levels of performance, satisfaction, and customer feedback on a quarterly basis through our website and three times a year in Homes & People.
- We will review the possibility of introducing two hour appointments for all emergency and urgent repair categories by 31/12/2011.
- We will publicise our working hours and promote evening and Saturday morning repair appointments on our website and on posters in local outlets by 30/04/2011.
- We will review eligibility for the handy person scheme, and increase awareness of the scheme through our website and Homes & People by 30/06/2011.

## Investment Delivery (Modern Homes)

- We will review publicity around communication of up to date modern homes programme information, and any changes in the programme, by 31/12/2011.
- We will review respite care arrangements for modern homes contracts by 30/09/2011.
- We will deliver two customer satisfaction workshops for contractors staff during 2011/12.
- We will establish a baseline satisfaction level for tenants receiving regular updates when work to their home is being carried out by 31/03/2012.
- We will deliver energy efficiency training to 95% of Project and Relocation Officers by 31/03/2012.
- We will review the level of choices offered to tenants on the investment programme by 31/12/2011.

## Housing, Anti-social behaviour and Enforcement Team (HASBET)

- We will agree a consistent case management framework for Housing Management & HASBET by 30/09/2011 so that customers are clear about how to complete incident diaries and how long they will have to do this for.
- When you report ASB to us, we will write to you and give you the name of the person who us dealing with your complaint. We aim to do this on 97% of occasions.
- We will introduce a standard set of questions to ask when customers report ASB to ensure that all reports are dealt with consistently, efficiently and effectively by 30/09/2011.
- You will be kept informed of progress of your case as a minimum of every 2 weeks. We aim to do this on 97% of occasions.
- We will raise awareness of the victim support service in HASBET during 2011/12 through publicising in Homes and People three times a year.
- We will promote the places that customers can report ASB through three advertisements in Homes and People during 2011/12.