



homes, communities, cultures



# Tenant Report 2010

**You may well ask, *Why am I getting this report?* Well, this year our regulator, the Tenant Services Authority, gave us some new standards. They told us that we have to tell you about how we are doing against these standards and how we need to improve.**

**...so turn the page and have a look!**

**The Tenant Services Authority (TSA) gave us these standards. For each standard, we tell you if we think we meet it, what we think we do well and what we plan to improve by this time next year.**

**1**

## **The Tenant Involvement and Empowerment Standard**

which is about:

- Customer service, choice and complaints
- Involvement and empowerment
- Understanding and responding to tenants' needs



**We met the standard!**

### **What does Connect do well?**

- We provide lots of information about our own and other organisations' services.
- We have a thorough complaints process and use complaints to make improvements.
- We involve tenants in prioritising, designing and improving our services.
- The attitude and helpfulness of our staff is appreciated by tenants.
- We have staff and services that are designed to help tenants with particular problems or issues.

### **How do we plan to improve?**

- We want to understand our tenants better so that our services meet your needs.
- We plan to improve the ways that we report information back to you so that you can tell how we are doing.
- We plan to manage the process of giving choice better so that you can understand more clearly what your choices are and so that you get what you choose!

**2**

## **The Home Standard**

which is about:

- Quality of accommodation
- Repairs and maintenance



**We met the standard!**

### **What does Connect do well?**

- All our homes meet the Government's Decent Homes Standard and we plan to keep it that way.
- We improve the quality of your homes whenever we can as part of our Planned Maintenance Programme.
- We meet all the health and safety requirements that the law says we must meet.
- Tenants have been very closely involved in the development of our repairs service. Tenants are now working with us on the planned maintenance service.

### **How do we plan to improve?**

- We plan to improve the way that appointments for repairs are provided in Leeds.
- We plan to do more work on the quality of the repairs service given by the new Leeds contractors.
- We plan to keep you better up-to-date about what work is planned for your homes.

## 3 The Tenancy Standard

which is about:

- Allocations
- Rents
- Tenure



**We still have work to do to fully meet the standard.**

### What does Connect do well?

- We let our homes in a fair and transparent way.
- We do not lose a lot of money because properties are left empty.
- We give the most secure form of tenancy that we can give.

### How do we plan to improve?

- We plan to reduce the time that it takes to let some of our homes – some of our properties in some areas take too long to let.
- We plan to update all our information and guidance about renting and exchanging homes after we have talked to our customers about this.

## 4 The Neighbourhood and Community Standard

which is about:

- Neighbourhood management
- Local area cooperation
- Anti-social behaviour



**We met the standard!**

### What does Connect do well?

- We work hard to make sure that neighbourhoods are kept clean and safe.
- A Well-Managed Estate Checklist was designed by tenants and is now in use by both staff and tenants to check our estates and plan how to deal with any problems found.
- When we cannot provide a service on our own that might help our tenants, we work with other local agencies to do something.
- We work in partnership with lots of other groups, such as the police, local schools, community safety teams, mediators and advocates, to prevent and tackle anti-social behaviour.



### How do we plan to improve?

- We plan to work with tenants on revising and improving the standards of our anti-social behaviour service.
- We plan to make sure that tenants who have reported anti-social behaviour get more regular updates on progress to deal with their problem.

# 5

## The Value for Money Standard

which is about

- Just what it says!



**We still have work to do to fully meet the standard.**

### What does Connect do well?

- We work hard to balance cost and quality so that our tenants have services and homes that are efficient and good quality.
- We have worked hard with all our repairs and landlord services contractors to get an improved service for our tenants at no extra cost.

### How do we plan to improve?

- We plan to ask you about what you want to know about Value For Money and then provide that information in the ways that are requested.
- We plan to give clearer information about the additional costs involved when there are choices for services so you can decide more easily if you want to pay for additional extras.



## Connect Commitments

...raising the standard

### What are Connect Commitments?

Our regulator has encouraged us to purpose-build some services to meet the wishes and priorities of our own tenants. These will give a higher standard than those described inside this leaflet. Our tenants have already decided that these will be called Connect Commitments. They also decided which services are priorities to work on.

### What is the timetable?

- Where we have already worked a lot with tenants, new Connect Commitments will start to be published from the autumn – this will include repairs, landlords services and well-managed estates.
- Where we need to talk with you more (e.g. about the complaints procedure, dealing with anti-social behaviour and planned maintenance), we will publish new Connect Commitments by April 2011.

A more detailed version of this report with additional information about all the areas mentioned is available on our website at [www.connecthousing.org.uk](http://www.connecthousing.org.uk). If you don't have access to the internet, just call our hotlines on 0113 285 0400 or 01484 353 530 and our Housing Services Advisors will be happy to send you a printed copy.

**We know that we don't have it all 100% right yet, but we are always working to improve. We honestly welcome the input that you have into helping us to improve. *Thanks for reading* and please keep talking to us and telling us what you think.**