

Planned work



What are the Connect Commitments?

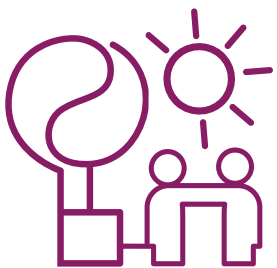
As a social housing provider, we're required to agree 'local offers' with you. These are commitments about the standard of service you can expect from us.

How are they decided?

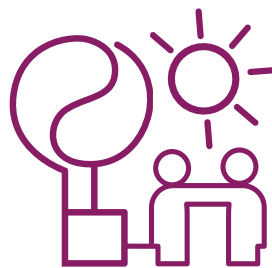
The offers are for you so we asked you, the residents, to give us your feedback on what matters most. We then used this to create the commitments.

The Connect Commitments are monitored over time by the Service Improvement Forum (SIF), a group of residents that scrutinise the way we deliver our services.

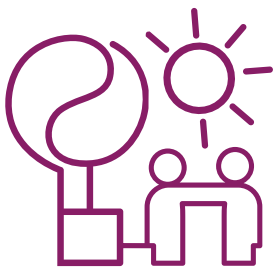
What you expect from us



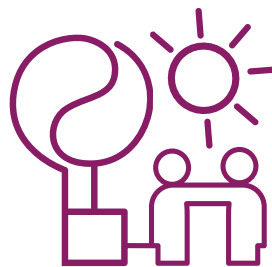
We will seek feedback when planned work is completed, so you can tell us about the quality of the work.



If you need follow-up work, we will respond within 10 working days, or sooner if work is urgent.



We will give 6 weeks' notice for planned work in your home and discuss with you when we aim to complete it.



When planned work is carried out where you live, we will work in a professional manner, leaving homes clean and tidy.

We will measure and monitor against each commitment marked with a  and report on this regularly. The Service Improvement Forum will also look at the reports in much more detail.

