

Value from services you pay for



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 from you if you receive communal services such as gardening or cleaning and will publish the results.



We will be clear with you about how quality of service is balanced with keeping costs to a minimum.



We will ensure that you know what you are paying for and what your service charge includes.



We will make information on how Connect spends your rent accessible.

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.

What was important to you?

When asked, you told us it's important that you get value from the services you pay for.

This means that you feel the rent you pay - and any charges on top of it - contribute to a level of service you're happy with.

When it comes to estate services such as gardening, cleaning and more, you want costs to be kept to a minimum without compromising on quality. You also want to understand how your rent money is being spent.

What if we're not meeting our commitments?

If this is the case, we want to hear from you. Please let us know so we can put things right as soon as possible.

You can contact us via:

☎ 0300 5000 600 🌐 connecthousing.org.uk ✉ hello@connecthousing.org.uk

Want to get involved in Connect?

The creation of the Connect Commitments is just one of the ways residents have had a positive and influential impact at Connect. Does this sound like something you'd like to do? Or would you just like to have your voice as a Connect resident heard?

To find out more about how to get involved in Connect contact our tenant engagement team on **0300 5000 600** or gettinginvolved@connecthousing.org.uk.



If you need this document in another language, in large print, or audio please get in contact with us.