



# Together with Tenants Review of Charter

**Date** 10 August 2021

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**Speaker** Stephen Codling, Local Delivery Manager, Norwich South

# Charter Commitments



Broadland signed up to the National Housing Federation (NHF) initiative [Together with Tenants](#). This means we have agreed to meet a number of commitments on listening to tenants, giving feedback and working together to keep improving services.

There are 6 commitments in total.



# 1. Relationships



“Broadland will treat all residents with respect in all of their interactions. Relationships between residents and Broadland will be based on openness, honesty and transparency”

# 1. Relationships



## **What is important:**

- Having an open and honest relationship with our residents is critical
- Mutual respect and understanding are encouraged at all time, from both sides

## • **What we have done:**

- Staff Behaviours Framework – details standards of behaviour expected
- Tackling Stigma Initiative – encouraging everyone to call this out if seen

## **What we still have to do:**

- Increase visibility of our neighbourhood team
- Relaunch of out and about
- Delivery a programme of "soft" involvement events to increase diversity

## **How we will measure success:**

- We have many ways that residents can feed back on their experiences including surveys and community conversation events
- Resident “happiness” is monitored across the organisation, at all levels
- Monitoring lessons learned from complaints and acting on them

# 2. Communication



“Residents will receive clear, accessible and timely information from Broadland on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.”

# 2. Communication



## **What is important:**

- Provide our tenants with clear and easy to read information
- Respond to our tenants in a timely manner
- Listen and incorporate our tenants views and suggestions to show we are listening

## **What we have done:**

- Developed a customer enquiry function to monitor types of queries and response times
- Widen the opportunities for tenants to sign up to Door to Door
- We have reviewed our website and leaflets to ensure that they are as easy to read and understand

## **What we still have to do:**

- Ensure we are communicating with tenants as per their preference
- We will publish, in line with the Housing White Paper, information on how we spend the Associations resources by summer 2021
- Develop a communication standard in conjunction with our tenants

## **How we will measure success:**

- In partnership with our tenants we will develop a set of communication standards and measures of success

# 3. Voice and Influence



“Broadland will seek and value the views of residents and will use this information to inform decisions. Every individual resident will feel listened to by Broadland on the issues that matter to them and can speak without fear.”

# 3. Voice and Influence



## **What is important:**

- Provide our tenants with opportunities to give feedback, both face to face and digitally
- Ensure our tenants have opportunities to give feedback in a safe and welcoming environment

## **What we have done:**

- Continue to hold community conversation across our patches, with feedback on actions sent to tenants who attended and published on website
- Feedback on new look rent statements
- Consult and review our Resident Involvement Policy and Plan
- Consulted on how we deal with Anti Social Behaviour (ASB) to influence new policy

## **What we still have to do:**

- Supporting tenants from existing involvement to the new structure
- Recruit & work with new tenants to set up Local Area Delivery Panel (LAD) and Tenant Assurance Panel (TAP)

## **How we will measure success:**

- Representation of our tenant base at all our LAD Panels
- Results of Tenant Experience Survey which is sent by local area.



# 4. Accountability



“Collectively, residents will work in partnership with Broadland to independently scrutinise and hold us to account for the decisions that affect the quality of their homes and services.”

# 4. Accountability



## **What is important:**

- To work in partnership with our tenants to independently scrutinise our services
- Our tenants must be involved in the decisions affecting their home and community

## **What we have done:**

- Consulted with tenants on re-start of repairs following pandemic

## **What we still have to do:**

- By Summer 2022 we will set up a LAD in each of our 5 patches, feedback and representation from the LAD's will be fed into the TAP
- By Spring 2021 we will set up a Housing for Older Persons (HOP) Forum, so that there unique issues can be discussed alongside regulatory requirements
- We will work alongside the TAP to scrutinise our services and report back the findings to our Board
- We will work with tenants to carry out "deep dives" into issues affecting our tenants communities and neighbourhoods

## **How we will measure success:**

- TAP report to Board

# 5. Quality



“Residents can expect their homes to be good quality, well maintained, safe and well managed.”

# 5. Quality



## **What is important:**

- Our tenants homes need to be good quality, well maintained, safe and well managed

## **What we have done:**

- Recruited Community Inspectors to check the quality of communal areas
- Recruited Mystery Shoppers to check the re-lettable standard, office reception areas and reporting repairs
- Consulted on Estates Services standards

## **What we still have to do:**

- Consultation on cleaning standards
- Find easy ways for tenants to feedback on our standards in live time
- Recruit and embed the Fire Safety Panel
- Publish how we deal with issues such as fly tipping and graffiti which have a negative impact on your community
- Publish programme of replacement windows/doors, bathroom, kitchens etc

## **How we will measure success:**

- Review service standards, with our tenants, yearly to ensure they are fit for purpose
- Feedback from tenants, such as repairs satisfaction survey, tenant experience survey and feedback from our panels.

# 6. When things go wrong



“Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.”

# 6. When things go wrong



## **What is important:**

- Things go wrong - it is a fact of life, but it is important for Broadland to respond quickly when this happens and make improvements where possible.

## **What we have done:**

- Reviewed the complaints process so it complies with the Housing Ombudsman Complaint Handling Code and published this to our tenants.
- Carried out staff training about the new processes
- Started collating lessons learned, identifying trends and acting on them

## **What we still have to do:**

- Further staff training to embed the new processes
- Work to do on responding to complaints within our target timeframes
- Getting a consistent approach to compensation awards
- Learning from informal complaints

# 6. When things go wrong



## **How we will measure success:**

- Text survey is issued after a complaint is closed to find out how we did
- More informal complaints being resolved quickly, leading to less formal complaints
- Less repeat complaints if we are making changes from learnings identified
- Number of complaint handling failure orders issued by the Housing Ombudsman
- Annual performance report from Housing Ombudsman

# Your feedback



Do you agree with the Charter and its proposed actions?

Have we missed anything or do you want to add anything?

Please use the survey link you have been sent or contact [paula.strachan@broadlandgroup.org](mailto:paula.strachan@broadlandgroup.org) if you have any issues



# Thank you



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