



# Our local offer to you...

## ANTI-SOCIAL BEHAVIOUR

**Offer 13** We will deal robustly, and in co-operation with partners, with all anti-social behaviour, using the latest "tools" to bring about an appropriate solution that meets the expectations of our residents.

### Our targets and performance indicators

- 60% of ASB complainants satisfied or very satisfied with the way complaints are handled.
- 50% of ASB complainants satisfied or very satisfied with the outcome of complaints.
- 80% of ASB complainants willing to report ASB in the future.
- The SAFEWATCH service (Neighbourhood Wardens) is operational for 40 hours per week.
- The SAFEWATCH ASB Hotline "Out of hours" service is 100% operational.

## OUR FINANCES

**Offer 14** We will collect 100% of the rent payable, reduce rent arrears to below 5% and provide advice to tenants in financial difficulty.

### Our targets and performance indicators

- 100% of rents collected.
- Rent arrears below 5%.
- 175 tenants use DEBTSMART annually.

Our DEBTSMART service provides free confidential advice on financial and debt matters to our tenants.



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# Our local offer to you...



We have consulted with our tenants across the range of housing that we provide, and listened to your views about our service delivery standards. This is our "offer", setting out the standards that we seek to achieve. Our Board, staff and members of our tenant audit panels will monitor our offer by measuring how we do against the targets and performance indicators we have set. These are shown under each part of our offer.

## CUSTOMER SERVICE, CHOICE & COMPLAINTS

**Offer 1** We will deal with complaints fairly and in good time. If we can, we will meet your expectations but if we can't we will explain why that is and what we can do to resolve the complaint.

### Our targets and performance indicators

- 100% of complaints acknowledged.
- 100% of complaints answered in 20 working days.
- 75% satisfaction with outcome of complaints.
- 90% satisfaction with how complaint was administered.
- Revised and "tenant approved" complaints policy put in place.
- Dedicated staff to oversee Customer Care.

'Customer Care' is the service we put in place to make sure that we reply to letters, answer the telephone and respond to complaints.

**Offer 2** We will make sure we answer the phone within 5 rings during office hours, either personally or by using voicemail. You will get a friendly response and we will respond to your messages within 24 hours. The person you have called will "own" that call and make sure your query is appropriately dealt with.

### Our targets and performance indicators

- 100% of calls answered within 5 rings; using staff or voicemail.
- 100% of voicemail messages conform to corporate standard.
- 100% of messages returned within 24 hours, (excluding weekends and Bank Holidays).

**Offer 3** We will answer your letters quickly and make sure we answer your query fully.

### Our targets and performance indicators

- 100% of letters acknowledged.
- 85% of letters answered within 10 working days.
- 100% of letters are well written, sensible and polite.

**Offer 4** You can communicate with us in a variety of ways using the internet and text messaging if that is something you would like to do.

### Our targets and performance indicators

- 95% "up time" on our new website.
- Website to enable payment of rent and allocation of accommodation.
- Maintaining and using a "text" list for tenants who want to be contacted by text.

"Up time" means the time the service is available.

**Offer 5** We will continue to publish "Talking Points" quarterly, edited by a board of tenants to ensure an appropriate focus on the needs of the tenants.

### Our targets and performance indicators

- "Talking Points" published each quarter.
- Tenants' "Editorial Board" in place.





# Our local offer to you...

## TENANT INVOLVEMENT & EMPOWERMENT

**Offer 6** We will continue to offer a range of ways for tenants to become involved in the work of the Association and influence what we do.

### Our targets and performance indicators

- Engagement opportunities in place (Surgeries, TAP, YTAP, OTAP, Service reviews, Service Tenders.)
- Engagement with TAP including YTAP and OTAP by Board members.



TAP is our Tenant Audit Panel. OTAP is our Older Persons' Tenant Panel and YTAP is our Younger Persons' Tenant Panel.

**Offer 7** We will maintain a Single Equality Policy in place, supported by staff training and the collection of information, to ensure we treat all our tenants with fairness and respect.

### Our targets and performance indicators

- Monitor ethnicity and other information about tenants using our services and participating at meetings.
- Ensure 3 Board members are from BME communities.
- Maintain the Equality and Diversity Working Party.

BME is an abbreviation used to describe black and minority ethnic communities.

## QUALITY OF ACCOMMODATION

**Offer 8** We will aim to complete the vast majority of repairs within published timescales and "right first time"; where this isn't possible we will give you a realistic timescale and target for completion.

### Our targets and performance indicators

- 90% of repairs completed "right first time".
- 98% of emergency repairs completed within 24 hours.
- 95% of urgent repairs completed within 5 working days.
- 98% of routine repairs completed within 20 working days.
- 99% of appointments will be kept.



**Offer 9** We will ensure that all our gas installations are checked each year to ensure they are safe.

### Our targets and performance indicators

- 100% of gas installations are subject to valid CP12.
- Monitor the percentage of tenants where access wasn't granted and other options were used.

CP12 is the certificate that is issued to confirm that a gas installation has been inspected and is safe.



"Putting you at the heart of what we do"



## NEIGHBOURHOOD MANAGEMENT

**Offer 10** We will continue to support our Social Enterprise (Neighbourhood Estate Solutions) to provide high quality cleaning and gardening services as well as providing job opportunities for young people, including our own tenants.

### Our targets and performance indicators

- Neighbourhood Estate Solutions (NES) 100% operational on designated estates.
- 50% of NES staff recruited from Job Centre Plus and previously claiming JSA.
- 10% of NES staff establishment living in a CAHA property or receiving a CAHA service.



**Offer 11** In line with the feedback received from the Tenant's Survey, we will make cleaning and car parking the number one priority in managing our estates.

### Our targets and performance indicators

- Cleaning and grounds maintenance arrangements in place for 100% of all appropriate estates.
- Scheme standards and gradings, agreed with residents, and in place for 100% of appropriate estates.
- Car parking schemes, agreed with residents, in place for 100% of all appropriate estates.

## LOCAL AREA CO-OPERATION

**Offer 12** We will work with our local partners (Local Councils, Metropolitan Police, voluntary and community groups and others) at a suitable level, to enhance the lives and aspirations of our residents.

### Our targets and performance indicators

- Maintain representation on local bodies such as Enfield Strategic Partnership and attend partnership meetings.
- Where possible maintain our services for our most vulnerable residents.
- Within the government's new financial framework, continue to develop new homes for rent.

