

ForHousing

In partnership with
 Cheshire West
and Chester



Together with **tenants** charter

Cheshire West and Chester Council in partnership with our tenants and ForHousing

Together with tenants charter

The Together with Tenants charter has been developed alongside tenants as a way of making clear what matters to you and our commitment to providing the best possible services to tenants, putting you at the heart of decision making.

The aim of the charter is to:

- **Make clear what is important to you as tenants**
- **Be open about our commitment to improve our services**
- **Improve our accountability to you**



This charter has been developed by listening to your feedback, we did this by creating a Facebook group, the Together with Tenants Charter, which ran from January 2022 to March 2022. This page gave people the opportunity to post about the issues that were important to them and ask and answer questions.

Working with a group of tenant volunteers we looked at the feedback from the Facebook page, as well as other information from our complaints, satisfaction surveys and other consultations that we have undertaken. By analysing this information, we have identified a number of key themes and issues that are important to tenants and using this have developed a series of commitments that we will make to you.

We want to get your views on this, so please have a read of the charter and fill in the questionnaire by Sunday 4 December 2022.

Following this consultation, based on your feedback, we will make any changes needed and then will work with the tenant volunteers to understand how we can measure progress on the charter commitments, with the final charter being published in early 2023.

We look forward to hearing from you about the Charter!

Councillor Matt Bryan

Cabinet Member for Housing,
Planning and Climate Emergency



PLEDGE ONE



Communication



When you access any of our services, we promise that we will keep you informed and give you the ability to tell us what you think of the services you receive, so we can use your feedback to help improve the services we provide to you.

You told us...

- That we need to get better at communicating with you
- That you want a wide range of ways to communicate with us and want us to keep you informed about the things that matter to you. That might be the progress of a repair, information about what is happening to your home or in your neighbourhood, how we are working to sort out any problems, or how you can get in contact with us
- That you want to know more about what we are doing to respond to your feedback and how we are improving services as a result
- That you want us to be more visible in your community and for you to have the opportunity to talk to us in a way that suits your needs, including face to face

We will commit to:

- Continuing to improve our communication and providing a variety of ways for you to get in contact with us, including face to face appointments
- Communicating with you in your preferred way
- Providing information about the services that we offer, and which teams can help you, in accordance to your particular need
- Telling you how your feedback is making a difference and how we are listening to your views to make services better
- Sharing and providing information that is accessible, clear and jargon free
- Making sure that our staff are available to meet your needs in a timely manner
- Treating you fairly and with respect
- Being clear about how long it will take us to solve an issue and communicating with you if things change
- Being honest with you about what we can and can't do
- Putting things right if they go wrong
- Telling you how we spend your rent and get the best value for money for delivering our services



How we will measure success:

Following this consultation, we will work with the tenant volunteers to understand how we can measure progress on the charter commitments, putting clear measurements in place.



PLEDGE TWO

Responsibility

When we make a mistake, we promise to be approachable and to take responsibility and put it right as quickly as possible, keeping you informed throughout.

You told us...

- That you want us to listen to you and that you want to work with us to improve the experience of tenants and improve services
- You'd like to work alongside us, having honest conversations and developing services that reflect both the needs of tenants and the organisation
- That you want to know what we are doing to improve services and what we are spending your money on

We will commit to:

- Providing a wide range of opportunities for tenants to influence how we develop and improve services
- Having a culture of respect, openness, honesty, and transparency
- Dealing with your enquiries at first contact, taking the right course of action in the right way
- Getting back to you when we say we will and keeping you regularly informed of our progress
- Making it clear how you can complain to us if you need to
- Taking ownership of any issues and working with you to resolve them
- Undertaking tenant led scrutiny projects on services and issues that you have identified through feedback and performance
- Using your information ethically and securely to make sure we offer you services that are the best value for money
- Holding colleagues to account for delivering these pledges to you
- Recruiting and training our staff with these pledges in mind
- Working in partnership with the Housing Board to hold us to account on delivering the commitments of this Charter
- Producing an annual report that highlights what we have delivered during the year

How we will measure success:

Following this consultation, we will work with the tenant volunteers to understand how we can measure progress on the charter commitments, putting clear measurements in place.

PLEDGE THREE



Your community

We promise to work with you to help create greener, fairer, stronger communities.

You told us...



- That how your neighbourhood looks and feels is important to you and that you want to live in a clean and tidy neighbourhood
- That your local community is important to you and that you want more information about how you can get involved
- That when you are reporting Anti-social behaviour you want to understand more fully the process for this and the potential limitations

We will commit to:



- Working with you to improve local greenspaces and exploring new ways of working to do this
- Working in partnership to effectively manage estates and neighbourhoods e.g. fly tipping
- Offering a clear and simple process to report anti-social behaviour (ASB)
- Undertaking an annual review of feedback about the ASB service and making changes as appropriate
- Offering support to tenants who are experiencing anti-social behaviour
- Working with local community groups to develop and deliver activities that make a difference

How we will measure success:

Following this consultation, we will work with the tenant volunteers to understand how we can measure progress on the charter commitments, putting clear measurements in place.

Working together to improve neighbourhoods



A lot of your feedback centred around the look and feel of your neighbourhood. The council and Forhousing will work together to ensure that your neighbourhood

is maintained and looked after, we will also work in partnership with other organisations to manage your estate.

PLEDGE FOUR

Quality of your home

When we maintain your home, we promise that the quality of our work is of a high standard and your neighbourhood is maintained and serviced and remains fit for purpose. We promise to use contractors that deliver a high-quality service and where they use components that these are of a good standard.

You told us...

- That you want us to listen to your feedback and improve our repairs and maintenance service
- That you don't want to have to chase us for feedback about a repair
- That when you report a repair, you want it to be done quickly and to a good standard
- That where there are any changes, that you want to be kept informed about the timings of replacement bathrooms and kitchens and where you can go if you need any adaptations to your home

We will commit to:

- Carrying out repairs within the following timelines: emergency repairs within 24 hours or one working day; urgent repairs within 7 working days; routine repairs within 20 working days and finally; batched repairs as part of our capital investment programme or within 100 working days
- Measuring progress against these new timescales and keep you informed about how we are performing
- Improving how we communicate with you about repairs
- Being clear about any follow-on works, what they are and making arrangements for this quickly
- Reviewing our current repairs and maintenance contract and working with tenants to create a new specification for how we deliver the repairs and maintenance service
- Making clear when you are due new bathrooms and kitchens and letting you know in advance when your home is due improvement works
- Making it clear what the process is to get aids and adaptations to your home
- Exploring new ways of supporting tenants who might need additional support to maintain their home



How we will measure success:

Following this consultation, we will work with the tenant volunteers to understand how we can measure progress on the charter commitments, putting clear measurements in place.



PLEDGE FIVE

Your safety

When we carry out repairs and improvements to your home, we promise that your home will be a safe place in which to live, and it forms part of a safe and secure community.

You told us...

- That you want to feel safe in your home and as part of our commitment to Building Safety there are commitments that we want to make to you

We will commit to:

- Involving you, so you understand your responsibilities to keep your home safe for your household and neighbours
- Being leaders in the sector for fire safety and putting the Building Safety Bill into practice
- Working closely with tenants in high rise buildings to support them to raise any issues or concerns, including a tenant led building safety forum, tenant drop-in sessions, safety notice boards and safety visits
- Regular inspections of our High Rise and complex buildings to ensure that they are safe and quickly identify any issues. This will include block inspections, along with fire door checks and ensuring the removal of any trip, slips and hazards in communal areas
- Carrying out the 'high rise flat annual safety programme' where we will inspect Smoke Detectors, Heat Detectors, Sprinkler Heads, Fire Doors and Closer and Balcony doors
- Communal areas, where applicable, will have the fire alarm, emergency lighting, door entry systems, automatic doors, fire shutters, fire dampers, vents, automatic gates/barriers, passenger lifts and smoke extract systems checked and tested for correct operation
- Where there is a communal heating system, to service this every 6 months and if applicable, a legionella risk assessment will be carried out
- Meeting regulations about how often we service and check the gas and electrics in your home
- Servicing gas appliances (if your property has them), every 12 months to make sure they are operating correctly and any smoke and carbon monoxide detectors will be tested and replaced, if necessary, the electrical installation in your home will be tested every 5 years

Safety
- continues

**PLEDGE
FIVE**

Your safety - continued



Where do responsibilities fall?

Some of your feedback centred around wider issues in the neighbourhoods, such as drug use, drug dealing and anti-social behaviour in the neighbourhoods, e.g. off road motorbikes.

While these issues are a Police matter and we advise that you contact the **Police** via **101** or **999** if an emergency, ForHousing can provide advice and support on whether the issue is something that we can deal with directly, or with how to report any matters to the Police.

Who should I call?

If you would like to report a crime, but want to remain anonymous you can call **Crimestoppers** on **0800 555 111**.

Please always dial 999 in an emergency.



How we will measure success:

We will work with tenants volunteers to put performance measures in place. These will be finalised early 2023.

