

# Local Offers

**EastendHomes has one local offer, and it's all about you.**

Local offers are a new way for social housing providers to tailor their services to better meet the needs of residents.

Our 2009/10 Annual Report highlighted our intention to publish our 'local offer' telling residents how we plan to put into practice the Tenant Services Authority (TSA) national 'standards'.

We've worked on our draft proposals and added to these through resident feedback.

This is our first ever formal local offer and we hope it touches upon issues of real importance and significance to you. If it doesn't or you think it can be improved, please tell us.

We'll report back to you on our performance towards meeting our local offer to you throughout the year.

## 1 Tenant involvement and empowerment



**TENANT INVOLVEMENT  
& EMPOWERMENT**

### Resident Involvement

'More transparency'

- We will develop with you and publish a set of standards relating to the operation of our local boards
- We will develop mechanisms for engaging our wider tenant voice

'More influence for you'

- We will introduce a resident scrutiny panel
- We will deliver a resident empowerment programme

### Customer Service

'Extra focus on you'

- We will introduce a new induction process for our staff, with an emphasis on repairs and maintenance
- We will set targets for customer service performance and streamline our complaints process
- We will encourage you to let us know your details, so we can supply services in the way best suited to you
- We will have a Bengali speaker in every local office
- We will provide you with copies of communication in different formats on request

## 2 Home



HOME

### Repairs To Your Home

#### 'More convenient repairs'

- When you report a repair you will always be provided with a reference number
- We will introduce 2-hour appointment slots for when you request a non-emergency repair inside your home
- We will seek to ensure that 65% of repairs are completed on the first and only visit to your home

#### 'Keeping you safe and comfortable'

- We will arrange an annual inspection before your current gas safety certificate expires
- We will continue to set targets and monitor performance on aids and adaptations

*This is our first ever formal local offer and we hope it touches upon issues of real importance and significance to you. If it doesn't or you think it can be improved, please tell us. We'll report back to you on our performance.*

### Regenerating Your Estates

#### 'Major Works: Your Way'

- We will hold consultative days and pre-scheme meetings to discuss proposed works with you before they start
- You will be advised by letter prior to the start of works
- The Resident Liaison Officer will visit you prior to the start date
- We will make sure that you know the name of the person within EastendHomes who you can contact to discuss works in your home or on your estate
- We will ask you how we can improve the way we delivered the works to your home
- We will offer you a choice of colours or finishes wherever possible

## 3 Tenancy



TENANCY

### Your Tenancy With Us

#### 'A Helping Hand'

- We will review our sign-up procedure to ensure you are offered appropriate support to sustain your tenancy when you first move in
- We will work with support services, and monitor how many residents take up these services and how satisfied you are with them
- We will continue with our overcrowding reduction strategy
- A small percentage of empty properties annually will be set aside for the sons and daughters of under-occupiers
- We will introduce an internal exchange scheme
- All new tenants will be offered a financial 'health check' at sign-up
- We will set targets and monitor rent collection performance
- Before sending you any letters regarding rent arrears, we will check that Housing Benefit payments are not due which would clear those arrears

## 4 Neighbourhood & Community



NEIGHBOURHOOD  
& COMMUNITY

### Improving Our Estates

#### 'Working Together Against Anti-Social Behaviour'

- If you report a case of ASB, we will contact you at least once a week to keep you updated of progress
- We will agree an action plan with you if you report ASB, including considering the likely results from the outset
- We will actively participate with partners to resolve ASB affecting our residents and estates

#### 'Keeping Estates Clean'

- We will provide training for any residents who wish to join in with estate inspection gradings
- We will continue to provide a 7-day-a-week caretaking service
- We will provide a full estate inspection programme on block and estate noticeboards

## 5 Value for money



VALUE FOR MONEY

### ‘Your Money: Your Views’

- Our services will be reviewed by the **Tenant Scrutiny Panel** for Value for Money
- We will consult with residents periodically to establish your priorities for spending
- We will present our Value for Money Action Plan to the Tenant Scrutiny Panel

### ‘Bills Made Easy’

- We will review the way in which service charges are apportioned to homeowners

## 6 Governance and financial viability



GOVERNANCE &  
FINANCIAL VIABILITY

### ‘On the right track’

- We will carry out an annual skills audit of board members and training will be offered
- We will continue to ensure that residents form a strong voice on the Board
- We will publish Financial Statements in our Annual Report to you every year
- We will monitor our compliance with the National Housing Federation's Code of Governance so that you know we are acting properly

*For more on our local offer please contact  
Peter Griffiths on 020 7456 6713  
or email [peter.griffiths@eastendhomes.net](mailto:peter.griffiths@eastendhomes.net).*

### Other languages and formats that this document is available in

If you ask, we can provide copies of this newsletter in a range of languages and formats, including:

- in languages such as Bengali and Somali;
- in Braille;
- in large print;
- on audio tape.

To ask for a different format, please contact your local housing centre.

