

Local Offer 2018/19

A Local Offer is an agreement between the tenants and Lincs Rural on the standards and services that will be provided.

- 1 Extend the Tenant Representatives network** to smaller sites. Hold a meeting in one of the four zones in each quarter throughout 2018/19. Increase frequency and quality of communications with all Tenant Representatives.
- 2 Reduce the total number of surveys** sent to tenants to a single STAR Survey each year to gain feedback on tenant satisfaction levels.
- 3 Re-introduce the Zoning System** for responsive repairs to all tenants.
- 4 Request a post-inspection by a member of staff** for any tenant unhappy with the repair quality, or any aspect of the service, they can request a post-inspection within ten working days.
- 5 A payment to tenants of £15 will be made** if a repair appointment is missed or cancelled with less than 24-hours' notice.
- 6 Have an appointment booked and agreed within 7 days** when a non-emergency repair is reported (even though it may be 3 weeks until the completion date).
- 7 Link the Annual Staff Recognition Scheme to missed or cancelled repairs appointments (Offer 5)** to the Quarterly and Annual Key Performance Indicators (KPI) for 2018/19.
- 8 Investigate options for completing the communal gardening work**, by tenants or local contractors, on each development. This is particularly relevant for developments that are some distance from Markime House, where alternative arrangements could potentially improve service, reduce cost and provide increased 'value for money', and accountability to tenants.
- 9 Process Permission Forms received**, with a written response (including by e-mail) within 10 working days, confirming the outcome.