

Our Promises to our Tenants 2019



Communication and Tenant Engagement

- New Customer Service Standards will be introduced, in consultation with Tenant Representatives.
- There will be four Tenant Representative Meetings and twenty-four Development Visits completed by the Housing Officer in 2019.
- A member of the Board of Management will be invited to attend each Tenant Representative Meeting with the Housing Officer.



Property Improvements

- The combined budgets of Planned, Cyclical Maintenance and Responsive Repairs (2020 to 2023) will be reviewed to form an Investment Plan that will be subject to consultation with Tenants.
- The Affordable Warmth Programme that is currently on hold – for the renewal of Electric Night Storage Heaters – will be reviewed for implementation from April 2020. A new Fuel Poverty Strategy will be developed in consultation with Tenants.



Quality of Repair Services and Value for Money

- Repairs Surveys – Staff will complete calls on a minimum of 20% of repairs completed to check that the repair has been completed and that the tenants are happy with the quality of the repair.
- Development visits by Repairs and Housing Officers, will include visual post-inspection of repairs, Tenant consultation and review of the overall condition of each site.

