

Annual Tenants' Conference Workshop Feedback

<u>Title of Workshop</u>	<u>What we do well</u>	<u>How can we improve the service?</u>
<p>Tenant Participation</p>	<ul style="list-style-type: none"> • There is always a nice, warm welcome greeting from TP staff. • TP staff are helpful and informative • An Annual Tenants' Conference is a good idea • Provide good support to tenants when required • Provide a good selection of training 	<ul style="list-style-type: none"> • Centralise and advertise the Tenants' Resource Centre • Lack of advertising of TP activities. Should advertise the service using more methods such as Bury Times • More support for individual tenants to get involved • Tenants that volunteer to get involved should receive acknowledgement and feedback • Put information in Sign-up Packs regarding TP service and photos of TP staff • TP staff to contact new tenants shortly after moving in • Utilise local venues and other community groups • Provide feedback to tenants when carrying out consultation • A summary of the Tenants' Compact should go out to all tenants and leaseholders. • Tenants are not aware of the Tenant & Resident Participation Strategy. • Conduct door knocking exercises to give information to the community. • Produce the Housing newsletter on a quarterly basis and carry out spot checks to make sure people have received it. • Provide public notice boards on estates to advertise services and events. • Send out information with quarterly rent statements • Have a commitment to provide community facilities.

<u>Title of Workshop</u>	<u>What we do well</u>	<u>How can we improve the service?</u>
<p>Customer Contact</p>	<ul style="list-style-type: none"> • Continuous improvement of services. • Staff are prompt and courteous. • Opening times of offices are good. • Air conditioning is provided in reception area at Radcliffe. • Housing New and Views newsletter. • Emergency repairs is a good service 	<ul style="list-style-type: none"> • Improve communication channels with tenants and leaseholders. • A Tenants' Handbook needs to be produced as a priority. New tenants do not get enough help. • Staff to return calls and visit when promised. • Problems occur when a customer is transferred on the phone to the wrong person. • Six Town Housing should have one number. Often the person you need is out and there is no answer. • Private phones should be available in reception areas. • Information points need to be well publicised. • Contacts leaflet needs to be updated and sent out every year. • Community Housing Officer should have more of an outreach role in the community. • Carry out the promises made to tenants. • Customers don't know who to complain to and the complaints procedure should be more accessible. • Too much trivial information is sent out – people want important information such as contact telephone numbers. • Those tenants that aren't involved don't get hardly any information.

<u>Title of Workshop</u>	<u>What we do well</u>	<u>How can we improve the service?</u>
<p>Looking After Your Estate</p>	<ul style="list-style-type: none"> • Estate walkabouts. • Provision of neighbourhood wardens. • Pilot security lighting schemes. • Money ring-fenced for the environment. 	<ul style="list-style-type: none"> • Letting properties should be sensitive to age groups. • More initiatives to control litter. • Let people know where to report different problems. • Enforce tenancy conditions in relation to gardens. • Increase the number of estate walkabouts. • Those areas without tenant and resident associations are left out. • Vandalism to fences is a major problem. • Provide security lighting and security patrols in the evening. • Many grassed areas should be changed into places to park. • Wooded and overgrown areas need clearing and landscaping. • More youth facilities.

<u>Title of Workshop</u>	<u>What we do well</u>	<u>How can we improve the service?</u>
<p>Anti-Social Behaviour</p>	<ul style="list-style-type: none"> • Collecting diary sheets. • New diary sheets are much easier to complete than the old ones. • Once a case is in the system, the results are good. • Listening to tenants. • Housing security is very useful. 	<ul style="list-style-type: none"> • People are not aware of the options available to them when suffering with Anti-social behaviour. • More support for complainant including communication and regular feedback. • Complainant should be given a direct contact number for a named officer. • Advertise in an ASB newsletter, including naming and shaming, results and successes, names and contact number of ASB Team. • More Anti-Social Behaviour Orders! • Diary sheets to be more user-friendly, with more room for the complaint and a column on how the victim is affected. A sample completed diary sheet could be provided as an example. • Whole procedure needs to be quicker. • The ASB Team should always visit the complainant as soon as a complaint has been made. • Provision of an out of hours' service up to 10pm when a lot of ASB occurs. • Hold an ASB surgery in areas where ASB is particularly bad.

<u>Title of Workshop</u>	<u>What we do well</u>	<u>How can we improve the service?</u>
<u>Repairs</u>	<ul style="list-style-type: none"> • Good response to dealing with repairs. • All tenants at the conference have used the service within the last twelve month and the service has improved. There is a willingness from staff to put things right. • 9 out of 10 for the quality of work when an employee attends to carry out a job. • Out of hours service is good. 	<ul style="list-style-type: none"> • Improve the quality of empty properties. • Carry out post inspections when work has been completed. • There needs to be ownership of jobs and better timescale. • Some tenants do not want performance publication on repairs as they are not interested. • People are not aware of the Repairs Advisory Group. It should be publicised to all tenants. • Liaise with local tenant association before any planned work takes place. • Internet would be a useful way of reporting repairs. • Unhappy with the queuing system when reporting a repairs over the telephone and prefer an engaged tone. • When making appointment a time should be arranged. • Contractors should always have an ID badge as this is not always the case. • No communication between departments such as Highways. Department should be working together. • Satisfaction cards should be issued after a job has been completed. • Capital programme information should be published for all tenants. Additional work on lighting, security and fencing should be included.

<u>Title of Workshop</u>	<u>What we do well</u>	<u>How can we improve the service?</u>
<p><u>Rent Collection</u></p>	<ul style="list-style-type: none"> • Direct Debits are a much easier way to pay now benefit is paid into the bank. • Being able to pay on the internet is a good service and could provide more information. • Quarterly rent statements are very useful and could be used as a method to attach other housing information. • The change in days for the rent collection week is much better for tenants. • Team is good at reducing arrears. • Do not have any problems contacting the Housing Service. • Good awareness of the Housing Advice Service as promoted by staff. • There is a good communication between housing services and sheltered wardens. 	<ul style="list-style-type: none"> • Needs to be better communication method with tenants. • Not all customers are aware of service standards leaflets, they need to be better publicised. • Free-phones in reception areas should be private. • Assistance should be provided for elderly tenants who cannot get to cash offices to pay their rent. • Some tenants are unaware of how to claim housing benefit if they lose their job. • No contact from housing benefit section when claims are being assessed and some assume they don't have to pay anything until assessed. This system is too lenient. • First arrears letter is worded too strongly. • High arrears cases should be targeted first.

<p><u>Gardening Scheme</u></p>	<p>Housing Services also discussed in the workshops how best to run a gardening scheme:</p> <ul style="list-style-type: none"> • There should be a charge from a minimum £1 up to £20 for large gardens to clear rubbish. • Untidy gardens should be enforced by the tenancy agreement. • Make more use of gardening competitions. • Charges should be calculated against income, disability and age. • Tenant & Resident Associations which run gardening schemes would not be offered this service. However, if caretakers are overrun with gardens to clear then could use TRA gardeners who can charge the set fee and take this income back to the TRA. • Should have removal of grass cuttings. • Should only provide this service for the elderly and severely disabled. • Public areas should be regularly weeded free of charge.
<p><u>Caretaking Scheme</u></p>	<p>There are currently 4 janitors for the borough. The team will change to team to 7 Caretakers plus a Supervisor. Delegates were asked what they thought was the role of a Caretaker:</p> <ul style="list-style-type: none"> • Cutting back trees, bushes and clearing leaves from footpaths. • Should be multi-skilled to carry out small jobs around the estate such as fixing fences. • Vulnerable people to have a priority. • Caretakers should have contact card with a telephone number. • Provide a rota for planned work • When telephoning the service there should be a voicemail with details of when the caretaker is on which estate and to leave the job repair for your caretaker or select another number to speak to a person. • Carry out regular checks on communal areas on flats and places where security is an issue.

Some of the comments from Evaluation Sheets

“Could have been more speakers from other areas”

“Very positive day. Hope all the information is acted on and used.”

“I felt six workshops was too many and maybe the topics could be cut down to four giving people a wider knowledge.”

“A very positive day. Well organised. Not too formal. More speakers from other authorities may have been useful.”

Evaluation of the Conference

97 people attended the conference and of those 52% completed an evaluation sheet as detailed below:

	Total
How well Do you think the conference was organised?	
Very Well	34
Well	15
Satisfactory	1
Fair	0
Poor	0
Was the conference useful?	
Very useful	26
Useful	20
Satisfactory	1
Slightly	2
Irrelevant	0
Was the length of time for each workshop....	
Too long	0
Satisfactory	43
Too short	6

	Total
Was the information covered by the conference....	
Too much	0
Satisfactory	43
Too little	6
How much of this information was new to you?	
All	6
Some	41
None	3
What did you think of the conference speakers?	
Very good	19
Good	26
Satisfactory	3
Fair	1
Poor	

	Total
How comfortable were you asking questions in workshops?	
Comfortable	33
Alright	13
Uneasy	1
What did you think of the venue?	
Very good	36
Good	10
Satisfactory	1
Fair	2
Poor	0
Would you attend a similar conference in the future?	
Yes	46
Maybe	2
No	0