

# Local Offers 2015/16 update

Published March 2016

Area	What you told us	"You said-we did"
Complaints	We want to know how to make a complaint and be provided with clear guidance regarding the complaints process	<ul style="list-style-type: none"> <li>✓ The complaints procedure has been published in the 2015 Summer/Autumn edition of Housing Matters, on our website and publicised on our Facebook page.</li> <li>✓ Employed a dedicated Complaints Officer to deal with all complaints.</li> <li>✓ Revised our tenant's handbook to include the complaints procedure.</li> </ul>
Leaseholders	Develop robust reporting and communication methods so that leaseholders are aware of planned cyclical works at the earliest opportunity.	<ul style="list-style-type: none"> <li>✓ Made information in regards to proposed works is more visible and published updates in the Spring and Summer/Autumn 2015 editions of Housing Matters.</li> <li>✓ Planned and capital works are published on the Housing Website and advertised at focus groups.</li> <li>✓ Leaseholders are updated on planned cyclical works at the quarterly Leaseholder Forums.</li> <li>✓ Developed a three year capital works programme that will allow leaseholders more notice of planned works.</li> <li>✓ Developed a Leaseholder loan policy, which includes information about offering a loan on a discretionary basis in addition to our mandatory requirements.</li> </ul>
Universal Credit	Provide accessible ways for Residents to access Bank Accounts and financial Services in preparation for Universal credit	<ul style="list-style-type: none"> <li>✓ We have provided incentives for our tenants to take up Medway Credit Union accounts by paying the sign up fee and first years management fees for the first 100 tenants that sign up to the CredEcard.</li> <li>✓ We are developing a range of training courses on money management, employability and ICT skills.</li> <li>✓ Our Welfare Reform Team provides advice and assistance to customers seeking financial advice and assistance and this team has a direct telephone number 0800 4088080.</li> <li>✓ A procedure for referring tenants in financial difficulties to external debt advice agencies has been developed and implemented.</li> <li>✓ Universal credit is being promoted through HomeChoice</li> <li>✓ We have held four Welfare Reform events throughout Medway in March 2016 to give help and advice on upcoming benefit changes to our residents.</li> </ul>
Digital Inclusion	Ensure that tenants and leaseholders have access to affordable digital services in their estates and neighbourhood.	<ul style="list-style-type: none"> <li>✓ Installed Wi-Fi across all of our Homes for Independent Living schemes and residents has been given ICT training by the Royal Voluntary Service.</li> <li>✓ Trialled a pilot free Wi-Fi service at Benenden Manor.</li> <li>✓ Identified through our 2015 Star Survey those customers that require digital support and have targeted ICT training towards them.</li> <li>✓ Developed our Housing Facebook page and Housing twitter page and use these platforms to promote training to residents.</li> <li>✓ Working with partners on the new Twydall Hub and are looking at the potential to use the hub to improve employability and digital skills amongst our residents.</li> </ul>
Estate Services	<p>Provide more Parking on Estates and neighbourhoods.</p> <p>Drive up the standard of Estates and make it a transparent service so residents can easily report issues.</p>	<ul style="list-style-type: none"> <li>✓ Undertaken work in Davenport Avenue to reinstate some garages and provide an open parking area.</li> <li>✓ Introduced a Garage Improvement Programme to coincide with our 5 year cyclical redecoration programme.</li> <li>✓ Published a new garage strategy in April 2015.</li> <li>✓ Created an Estate Standard booklet and sent it to all residents that receive an estate inspection. We review the grading of these estates in accordance to our service standards in an effort to focus resources on areas that need to improve, as those with a lower grade will be prioritised to inspect and monitor on an increased frequency.</li> <li>✓ Launched the new Estate Services contract on the 01 October 2015 with NORSE. We monitor Norse's performance through regular meetings and quality inspections carried out by management of Norse and Housing Management.</li> <li>✓ Used posters, flyers and social media to advertise for Estate Champions from our Estates.</li> <li>✓ Medway and Mears employees have undertaken litter picking events on James Street, Beechings Way, Norfolk Close garage site, Taswell Road and Beatty Avenue.</li> <li>✓ Regularly hold Estate Inspections that are attended by staff from Medway Council Housing, Norse and Mears. These inspections give residents an opportunity to make face to face contact with us and report any problems.</li> <li>✓ Advertise the Estate inspections on our Website, Facebook and twitter pages.</li> </ul>
Homes for independent living	We will make efforts to prevent access to all scheme car parks being consistently used by non-residents and non – Visitors.	<ul style="list-style-type: none"> <li>✓ Due to difficulties enforcing parking we have installed bollards at the entrance to parking areas at Woodchurch House and St Marks House.</li> </ul>
Anti social behaviour (ASB)	Reduce ASB in Neighbourhoods	<ul style="list-style-type: none"> <li>✓ Enabled residents to be able to report ASB online.</li> <li>✓ Publicised in Housing Matters and the Housing Website the ways in which residents can report ASB.</li> <li>✓ Held an ASB workshop to find out what residents think about Housing Services ASB service and will use this feedback to inform future services.</li> <li>✓ Introduce a process for using injunctions and have successfully issued two.</li> <li>✓ Our Star survey 2015 identified that the percentage of people finding it difficult to report ASB to Housing Services had decreased from 22% (31/142) in 2013 to 16% (22/136) in 2015.</li> </ul>