

Together with Tenants Charter: Self-assessment & Annual actions

In the interest of collaboration all commitments and actions are reviewed with the SJMT Residents Forum



Charter commitment: Relationships

Housing associations will treat all residents with respect in all of their interactions.

Relationships between residents and housing associations will be based on openness, honesty and transparency.

How we meet this commitment

- Performance information published online via the annual impact report.
- Complaints information published online via the annual impact report
- Impact report is distributed to all residents who do not have access to online or would prefer paper copies
- SJMT values underpin our approach
- Staff receive Customer Service training to ensure customers/residents are treated with respect in all interactions.

To do in 2022/2023:

- | | <u>Responsible Person</u> |
|---|----------------------------|
| <input type="checkbox"/> Review communications to ensure clarity and a respectful tone | Head of Central Services |
| <input type="checkbox"/> Adoption of Accessible Information Standards across the organisation | Head of Central Services |
| <input type="checkbox"/> Customer Service Training to be delivered for all resident facing and engaging roles across the organisation | Head of Central Services |
| <input type="checkbox"/> Residents Forum to review performance information and complaints quarterly | Director of Operations/CEO |



Charter commitment: Communication

Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run and information about performance on key issues.

How we meet this commitment

- Annual Report and Value for Money statement available online and hard copies on request.
- Learning from complaints is published in the annual Impact report and is available in hard copy as requested
- Publish information on local community projects delivered in partnership with community stakeholders to deliver them.
- Key information included with the annual rent review letter

To do in 2022/2023:

- | | <u>Responsible Person</u> |
|--|---|
| <input type="checkbox"/> Regular posts on social media on local issues. | Head of Central Services |
| <input type="checkbox"/> Regular posts on website and social media about repairs, maintenance and safety issues. | Head of Central Services/PPM Manager/RR Manager |
| <input type="checkbox"/> Quarterly performance information shared with Residents Forum. | Director of Operations/CEO |
| <input type="checkbox"/> Quarterly complaints information shared with Residents Forum. | Director of Operations/CEO |
| <input type="checkbox"/> Accessible Information Standards is embedded within the organisation and accommodates those that require adaptations. | Head of Central Services |



Charter commitment: Voice and influence

Views from residents will be sought and valued and this information will be used to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.

How we meet this commitment

☐ Comprehensive suite of satisfaction surveys in place and results published via the Impact report and online via the website.

☐ Results of surveys used to identify service areas in need of improvement.

☐ Working Group consultations on specific areas and services as required.

☐ Latest consultations, satisfaction surveys and complaints reported to Board quarterly.

☐ Issues raised in satisfaction surveys are responded to so we can put it right.

☐ Resident Involvement & Engagement Strategy based on robust consultation that set out clear priorities is in place.

To do in 2022/2023:

☐ As part of our EDI strategy we will impact assess our policies and to do complete relevant training within the Leadership Team.

☐ Monitor satisfaction with Friends and Family Test collected quarterly and reported to Residents Forum.

☐ Active and well supported Residents Forum plays a key role in monitoring performance and identifying service improvements.

Responsible Person

The Leadership Team

Director of Operations/CEO

Director of Operations/CEO



Charter commitment: Accountability

Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services.

How we meet this commitment

□ A well-established Independent Residents Scrutiny Panel is in place for resident scrutiny and oversight of the organisation

□ Reporting from the Resident Scrutiny Panel and the Residents Forum go to the Board of Trustees.

□ A wide range of performance information is published online.

To do in 2022/2023:

□ A well-established Residents Forum monitor our performance and scrutinise our services.

□ The Housing Ombudsman Complaints Code has been adopted to ensure complaints are handled well and we learn from them.

Responsible Person

Director of Operations/CEO

Director of Operations/CEO



Charter commitment: Quality

Residents can expect their homes to be good quality, well maintained, safe and well managed.

How we meet this commitment

☐ Invested £315,952 in maintaining our homes in 2021/2022.

☐ Monitoring satisfaction with the repairs service.

☐ Monitoring satisfaction of 'overall quality of the home' and the home being 'safe and secure' - and responding to any issues raised.

☐ Prioritising issues of compliance to ensure our homes are safe. For example, gas servicing, electrical testing, fire safety and legionella testing.

☐ Adopted aids and adaptations process and policy to ensure homes meet our customers' needs.

To do in 2022/2023:

☐ Planned Preventative Maintenance review across all the estates.

☐ Ensure there is adequate budget provision is allocated to maintain our homes.

☐ Make a long term commitment to ensuring that quality of our homes is reflected in our next 5 year strategic planning.

Responsible Person

Director of Operations/PPM Manger

Head of Finance/CEO

CEO/Board of Trustees



Charter commitment: When things go wrong

Residents will have simple and accessible routes for raising issues, making complaints, and seeking redress. Residents will receive timely advice and support when things go wrong.

How we meet this commitment

- ☐ 100% of complaints are investigated and resolved within our promised timeframe.
- ☐ Complaints can be submitted in person, by letter, email, online, phone or via social media.
- ☐ Publishing information on complaints and how we have learned from them.
- ☐ All Complaints are scrutinised by Trustees and the Senior Leadership Team quarterly

To do in 2022/2023:

- ☐ The Housing Ombudsman Complaints Code has been adopted to ensure complaints are handled well and we learn from them.
- ☐ Monitoring satisfaction with our complaints process.

Responsible Person

CEO/F&P Committee
CEO/F&P Committee