

Teachers' Housing Association Summary of Service Offers to Tenants - March 2013

THA has developed a range of services and service standards agreed in partnership with tenants. These are a summary of our proposed local offers to tenants. We also offer other services to tenants which you can find in our Tenants Handbook and on our website. www.teachershousing.org.uk

We report annually on our performance at delivering these offers and how we compare to other similar housing associations in our Annual Report to Tenants.

We will also report on specific areas of performance in our newsletter and on our website.

Tenant Involvement

1. In most areas we will hold annual consultation meetings with you and conduct a review after each meeting to see how we can improve the opportunity for tenants to be involved. Areas where we will not do this are Bexley, Waltham Forest, Brent & Haringey.
2. At annual consultation meetings we will consult you on the proposed service charge budget for your scheme for the following year and review service contract performance in key areas.
3. We will continue to operate a Reading Panel comprising of tenants. The Panel will be consulted on new or proposed changes to housing related policies & procedures. Comments and feedback from Panel members will be reported to THA's Board before any approval is given.
4. We will review the Terms of Reference of the Reading Panel.
5. We will continue to encourage the establishment of tenants associations.
6. We will hold an Annual Phone a Manager Day.
7. We will hold annual "walkabouts" in summer at our estate based properties.
8. We will undertake a comprehensive Tenant Satisfaction Surveys every three years and report on results.
9. We will report to you on a number of key performances each year. These will include: Percentage of emergency and routine repairs completed within target time, percentage of properties empty,

average re-let times, lettings to BME households, current tenant rent arrears and average weekly rent and service charges.

Tenancy & Rents

10. We will set rents in line with our Rent Setting Policy and only increase rents annually and we will provide clear information to you about how your rent and service charge is set.
11. We will use “variable” service charges to enable us to provide services in accordance with local needs.
12. We will operate within the targets set out in our Service Charter.
13. We aim to let our homes quickly and in a good condition.

Home

14. We will aim to complete all repairs right first time.
15. We will aim to complete Day to Day Repairs within our published timescale
16. We will aim to consult you on any major repairs programmes.
17. We will consult you on colour choice when undertaking cyclical decoration programmes..
18. We will continue to consult you on environmental improvements eg landscaping and security.

Neighbourhood & Community

19. We will continue annual property “walkabouts” at our estate properties when you will be invited to join staff in a review of the property and discuss areas for improvement and review performance of service contracts.
20. We will continue to liaise with local agencies to facilitate a local handyperson service.