

Getting involved

How YOU can influence our services

County Palatine and Palatine Home Ownership take the views of their customers very seriously—it is for this reason that we offer a wide range of options for you to tell us what you think about our services.

The plans to improve our services that are set out in this leaflet are the direct result of talking and listening to our customers.

If YOU want to influence future reviews of our services here is what you can do: -

Write or contact us by telephone if you have a good idea to improve our services

Complete questionnaires we send you about our services—we will pay for the postage!

Join our Customer Panel—we will contact you by telephone to hear your views on new ideas to improve our services

Join our Best Value Forum to discuss our services in detail—meetings are held regularly at 6pm



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Best Value



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Making our services better

Letting Homes

Number 4 in a series of leaflets setting out our plans to improve our services

Also available: 1 rent / service charge collection and recovery
2 responsive repairs
3 neighbour nuisance

What is this leaflet?

This leaflet contains County Palatine's Service Statement and improvement timetable for our lettings service. It sets out the type of service we aim to provide our customers and contains a plan for improving the service in the future.

This document is the result of a Best Value Comprehensive Service Review that ended in the summer of 2002.

What is Best Value?

The government requires all organisations that receive money from it to regularly review how they do things and to try to make continuous improvements to their services. They call this requirement "Best Value".

The aim is to provide value for money services that learn from the good ideas and practices of other companies and listen to the demands of the people who receive them—our customers.

This leaflet is available on tape or in other languages on request

Handwritten text in a blue box, likely a note or signature.



We provide a range of options for

Want to know more?

This leaflet summarises the outcome of a detailed review of our service—for more information contact our Policy & Research Manager ☎ (01942) 608715.

Contents

Page 2 Service statement—the type of service we aim to provide

Page 3 Improvement timetable—our plans to get better

Page 4 Getting involved—how you can influence our services

Service statement

The type of service we aim to provide

Background

County Palatine is required by its regulator to give priority to people who need a better place to live. At the same time we are expected to make a smaller number of lettings to other people to help create balanced communities.

Our services

To achieve this aim we will: -

- Use an application system to place customers into one of four Priority Streams: -
 - A: High Housing Need
 - B: Medium Housing Need
 - C: Some Housing Need
 - D: Little / No Housing Need
- Make a greater proportion of lettings to people in Stream A than those in B, C or D.
- Operate an easy to understand way of prioritising applications that gives priority to those in housing need but also makes some lettings to people in less need
- Accept over-the-phone applications for housing with customers informed of their priority on the waiting list immediately
- Use application forms that are easy to understand and are not open to interpretation
- to include a tick box
- which customers will self assess their own Issue a County Palatine newsletter every month
- Provide statements of account for leaseholders at least every quarter

Aim

Our aim is to operate a fair lettings and easy to understand lettings system that lets customers know whether we will be able to help them as quickly as possible.

- Involve residents in setting service standards
- Consult with residents about significant changes to our services
- Provide practical support and advice for resident groups
- Help resource resident involvement where appropriate
- Provide and fund training for resident involvement
- Support community initiatives that will clearly benefit residents

Our targets

1. All housing associations publish the results of surveys which ask how satisfied their tenants are with opportunities for participation and influence. County Palatine will aim to record results in the upper half of this league table.
2. Both County Palatine and Palatine Home Ownership will aim to deal with 90% of complaints within the timescales set within the complaint procedure.

Improvement timetable

Our plans to get better

	2001/02	2002/03	2003/04
1. Produce Resident Participation Strategy	_____		_____
2. Aim to introduce Tenant Compact			
3. Introduce new Palatine Home Ownership leaflets / statements and newsletter	_____		
4. Introduce new Palatine Home Ownership resident handbook		_____	
5. Adopt new complaint procedure / database	_____		
6. Try to develop mystery shopping initiative with other housing associations	_____		
7. Consider purchase of colour photocopier	_____		
8. Issue newsletters and statements less frequently to leaseholders	_____		
9. Introduce "Best Value Briefing" newsletter	_____		
10. Suggestion scheme		_____	
11. Produce resident group information pack	_____		
12. Introduce funding for resident groups		_____	
13. Publish leaflets and newsletters on the website	_____		
14. Trial Supported Housing initiatives	_____		