

Blackpool Coastal Housing

Customer Charter

Our Local Offers



customer charter

In 2009, the Tenant Services Authority (TSA) became the new regulator for social housing and introduced new national standards for all social housing providers including Blackpool Coastal Housing (BCH).

The national standards describe the outcomes and the specific requirements expected of all social housing providers across a variety of key areas. The National Standards are:

Tenant involvement and empowerment

- Customer Service, Choice and Complaints
- Involvement and Empowerment
- Understanding and Responding to the Diverse Needs of Tenants

Home

- Quality of Accommodation
- Repairs and Maintenance

Tenancy

- Rents
- Allocations
- Tenure

Neighbourhood and community

- Neighbourhood Management
- Local Area Co-operation
- Anti-social Behaviour

The TSA also required BCH and other social housing providers to discuss each national standard with their customers and develop a series of 'local offers' that provide a detailed commitment to the services our customers want.

Customer Consultation

BCH launched the 'local offer' consultation at our Annual Tenant Conference where tenants gave their opinions on where BCH is performing well, where we need to improve and also what their priorities for the future are. Over 700 individual consultations across all BCH service areas were completed on the day and provided a significant amount of information to start developing local offers. In addition, the new BCH Survey Group and Young Tenants Survey Group both completed similar consultation exercises.

The information collected at the Tenant Conference, alongside results from further consultation exercises and activities completed by each individual service was then analysed and evaluated by Service Managers and their individual Service Improvement Panels before being formally approved by the Tenant Liaison Forum and BCH Board.

tenant involvement and empowerment standard

The Tenant Involvement & Empowerment Standard covers three important areas:

Customer Service, Choice and Complaints

The TSA state that BCH shall:

- provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards.
- have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.



Following consultation with our customers our agreed 'local offer' is:

Our Offer:

To provide all our customers with outstanding customer service by; tailoring services to meet individual customers needs, embracing comments and complaints and keeping customers fully informed of our service offers and performance.

Outcomes:

- A range of different ways customers can contact BCH, e.g. telephone, internet, text messaging.
- A Customer Services Charter setting out clear customer service promises.
- Collect detailed information on our customers across the seven equality strands that informs service improvements and investment decisions.
- A comprehensive Customer Newsletter and Website that provides detailed information on all our services, performance information and relevant information from partners.

tenant involvement and empowerment standard

Tenant Involvement and Empowerment

The TSA state BCH shall support co-regulation by:

- offering all tenants a wide range of opportunities to be involved in the management of their housing, including the ability to influence strategic priorities, the formulation of housing-related policies and the delivery of housing-related services.
- consulting with their tenants and acting reasonably in providing them with opportunities to agree local offers for service delivery.
- providing tenants with a range of opportunities to influence how providers meet all the TSA's standards and to scrutinise their performance against all standards and in the development an annual report.
- providing support to tenants to build their capacity to be more effectively involved.

Following consultation with our customers our agreed 'local offer' is:

Our Offer:

To provide our customers with the skills, confidence and opportunity to influence and scrutinise BCH services at a level that suits them.

Outcomes:

- A new customer-led scrutiny structure that is; independent, formal and has authority.
- A wide range of involvement activities that allows customers to influence all BCH services at a level and time that suits them.
- A network of involved tenants that feel empowered to effect change.
- A network of involved tenants that are confident and have the correct skills to participate effectively.
- A network of involved tenants that accurately reflects our customer base.
- Meetings that are well organised and promote an inclusive culture.

tenant involvement and empowerment standard

Understanding and Responding to the Diverse Needs of Tenants

The TSA state BCH shall:

- treat all tenants with fairness and respect.
- demonstrate that they understand the different needs of their tenants, including in relation to the seven equality strands and tenants with additional support needs.



Following consultation with our customers our agreed 'local offer' is:

Our Offer:

To provide tailored services that meet the specific needs of our customers and actively promote diversity within our communities.

Outcomes:

- A culture that values the differences of others and actively promotes all diversity strands.
- Information available to tenants in a variety of formats relevant to their individual need.
- Services that can be tailored to the diverse needs of our customers.

homestandard

The Home Standard covers two important areas:

Quality of Accommodation

The TSA state BCH shall:

- ensure that tenants' homes meet the standard set out in section 5 of the Government's Decent Homes Guidance by 31 December 2010 and continue to maintain their homes to at least this standard after this date.
- meet the standards of design and quality that applied when the home was built, and were required as a condition of publicly funded financial assistance, if these standards are higher than the Decent Homes Standard.
- in agreeing a local offer, ensure that it is set at a level not less than these standards and have regard to section 6 of the Government's Decent Homes Guidance.



homestandard

Repairs and Maintenance

The TSA state BCH shall:

- provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time.
- meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.



Following consultation with our customers our agreed 'local offer' is:

Our Offer:

To provide a cost effective repairs & maintenance service that keeps homes safe, healthy and decent and completes repairs on-time.

Outcomes

- Opportunities to provide floor covering in Sheltered Housing have been explored.
- Sheltered Tenants are aware of and make use of the handyperson service
- BCH complies with all legal and regulatory responsibilities.
- Customers are provided with services in the way they want them provided.
- BCH operates within set budgets.
- BCH provides a value for money service to customers.
- All key performance indicators are improving and customers are aware of our performance.

tenancy standard

The Tenancy Standard covers three important areas:

Rents

The TSA state BCH shall:

- charge rents in accordance with the objectives and framework set out in the Government's Direction to the TSA of November 2009.



Following consultation with our customers our agreed 'local offer' is:

Our Offer:

To provide a service that makes it as simple as possible for our customers to pay their rent and other charges. Our tenants should be able to contact us in the knowledge that we will deal with them in confidence and work with them if they are having difficulty paying their rent or other bills.

Outcomes

- Customers are provided a range of ways to pay their rent and other charges that is flexible to their needs.
- Customers are provided with information about their rent account and any changes made to the rent they are charged.
- We work with our customers to get their payments back on track if they are experiencing difficulties.
- Our customers have access to services that could make their money go further.

tenancy standard

Allocations

The TSA state BCH shall:

- let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how they:
 - make the best use of available housing
 - are compatible with the purpose of the housing
 - contribute to local authorities' strategic housing function and sustainable communities
- there should be clear application, decision-making and appeals processes.



Tenure

The TSA state BCH shall:

- Registered providers shall offer and issue the most secure form of tenure compatible with the purpose of the housing and the sustainability of the community. They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements.

Following consultation with our customers our agreed 'local offer' is:

Our Offer:

To provide our customers with choice when requiring a new home. Our customers will also be provided with the most appropriate form of tenure such as an Introductory or Secure Tenancy.

Outcomes

- BCH provides and operates a Choice Based Lettings (CBL) Scheme.
- Customers are provided with information on how to participate in the CBL Scheme.
- Customers are provided with the most appropriate form of tenure.

neighbourhood & community standard

The Neighbourhood & Community Standard covers three important areas:

Neighbourhood Management

The TSA state BCH shall:

- keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.

Local Area Co-operation

The TSA state BCH shall:

- co-operate with relevant partners to help promote social, environmental and economic well being in the areas where they own properties.

Anti-social Behaviour

The TSA state BCH shall:

- work in partnership with other public agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.

Following consultation with our customers our agreed 'local offer' is:

Our Offer:

To work with partner agencies to create neighbourhoods that our customers enjoy living in by keeping them clean, communal areas well maintained and ensuring our customers feel safe in their home and the local community.

Outcomes

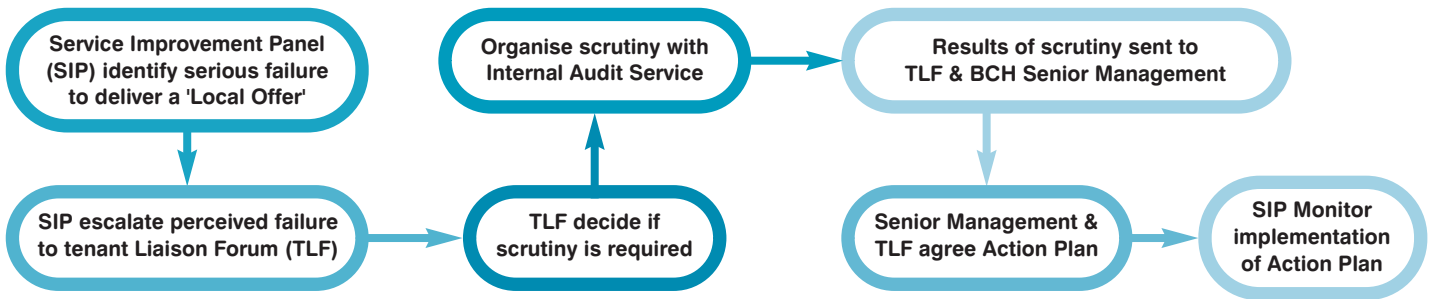
- BCH will have a prominent role in the Local Strategic Partnership.
- BCH takes action to prevent, deter and tackle anti-social behaviour.
- Blocks and communal areas are cleaned and maintained.
- BCH works with customers to keep estates tidy and free from rubbish and dog fouling.

monitoring & redress

Our customers will play a key role in scrutinising BCH's performance against each of the different 'local offers' contained within our Customer Charter.

Our Service Improvement Panels will monitor our performance against these 'local offers' on a quarterly basis with the Service Manager responsible for ensuring the 'local offers' are met.

If a Panel identifies that BCH are failing to meet its commitments then the Panel can recommend that a scrutiny of the service takes place. The chart below explains the monitoring and redress process:



Escalation

If after a scrutiny has been completed agreement cannot be reached between the TLF and Senior Management there are procedures in place to escalate the service failure.

At first the service failure will be escalated to Blackpool Council and mediation with an independent third party will be conducted to try and achieve an agreed action plan.

If after the period of mediation agreement can still not be achieved the TLF can then escalate to the Tenant Services Authority to resolve the issue.

reading this customer charter

Blackpool Coastal Housing believes in access for all. To ensure the services provided by Blackpool Coastal Housing are accessible, information can be made available in a variety of formats and languages.

For more information about these services please telephone 01253 477900 or email enquiries@bch.co.uk



Spółdzielnia Mieszkaniowa Blackpool Coastal Housing uznaje, i wiadczone przez ni usługi powinny by ogólnodost pne, zatem informacje na ich temat udost pniane s w ró nych formatach i wersjach j zykowych.

W celu uzyskania szczegółowych informacji na temat wiadczonej usługi, prosz zadzwoni pod numer 01253 477900 lub wysła e-mail na adres enquiries@bch.co.uk



En Blackpool Coastal Housing creemos que la información debe estar al alcance de todos. Para asegurar que los servicios de Blackpool Coastal Housing son accesibles podemos ofrecer información en diversos formatos e idiomas.

Para saber más sobre estos servicios, póngase en contacto con nosotros en el teléfono 01253 477900 o por email enquiries@bch.co.uk



Blackpool Coastal Housing 公司相信每個人都有存取的权利。為確保您能使用 Blackpool Coastal Housing 公司的服務，資訊會以多種格式和語言提供。

有關這些服務的詳情資訊，請致電 01253 477900，或傳送電子郵件至 enquiries@bch.co.uk



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Supporting responsible
use of forest resources