













Sheltered Housing – Service Standards – How we did 2008 – 2009*

You told us providing a caring and efficient service and maintaining a high standard for all our schemes was important.

Target	Outcome	Good?
Provide a support plan before tenancy begins	Achieved and our wardens now source accurate information to provide effective support plans	
Provide an accompanied viewing on offer of accommodation	Achieved and wardens accompany lettings staff on all viewings with customers	
Visit soon after your tenancy begins and within 5 days, with your identified support provider	We've delivered this service but unfortunately we were not able to measure performance during the year. Our tenancy support team now use a database to monitor and improve the delivery of this service.	
Provide you with Tenant Handbook and welcome pack	Achieved and customers are given a warden booklet at sign up along with the handbook	
Visit you regularly, at least 4 times a year, with your support provider/warden and monitor and update your changing needs	Achieved and warden are now briefed and can advice customers about extra support	
Provide a care ring alarm service 24 hours a day, 7 days a week	Achieved and provided by Care Ring. The warden booklet provides details and it is also publicised in Buzz	
Provide a warden support service 5 days out of 7, no more than 2 days in between	Achieved as standard service delivery in all our schemes, unless declined by customer	
Carry out an annual fire and health & safety risk assessments	Completed to planned schedule in all schemes	
Provide a cleaning service for internal communal rooms and areas Monday to Friday	We provided an effective service and carry out a 10% quality check to monitor that our standards are met	
Provide a weekly external cleaning service	We monitor the performance of our contractors and our verification process ensures that all cuts not completed as required are rectified within 5 days	
Cut grass to an agreed standard	We monitor the performance of our contractors and our verification process ensures that all cuts not completed as required are rectified within 5 days	
Give you an opportunity to do an inspection of your complex internally and externally and raise concerns with us twice a year	Provided as part of our Tenant Inspection process	

What we've been doing about it?

- We have worked hard to ensure we delivered a good and consistent service.
- We have set challenging targets to ensure we provide consistently high standards.
- We have met 11 of our 12 targets.
- Where we have failed to monitor our performance, we have put in place new practices to ensure we can better monitor in the future.

* Financial year April 2008 to March 2009