

# What's coming up...

If you have told us you are interested in finding out more about your local Tenants and Residents Group, we will be contacting you shortly to tell you more about your local group and put you in touch with them.

We have put together our consultation plan for 2010/11.

You can view the full plan at [www.rbhousing.org.uk](http://www.rbhousing.org.uk). Here's a taster of what's coming up...

Title	What's it all about
<b>Service Improvement Panels</b>	We will shortly be working with tenants to set up Service Improvement Panels. The Panels are an opportunity for tenants to work closely with us to improve our services at a strategic level. RBH Involve Members who have expressed an interest in the Panels have been invited to an initial meeting. They will discuss how the panels will influence our services, what is expected of the Panel members and what support they can expect from us.
<b>Tenancy Agreement</b>	Your opportunity to influence the rights and responsibilities set out in the tenancy agreement.
<b>Local offers</b>	An opportunity to help us identify and set up local service standards.
<b>Anti social behaviour</b>	<ul style="list-style-type: none"> <li>- A resident perception survey to help us find out about the extent of anti-social behaviour in your area and whether the actions we are taking are making any difference.</li> <li>- Survey sent to tenants who have reported anti social behaviour when their case is closed.</li> <li>- Quarterly focus groups made up of tenants who have recent experience of our service to deal with anti social behaviour.</li> </ul>
<b>Repairs</b>	<p>A range of satisfaction surveys to identify what works well and any opportunities for improvement:</p> <ul style="list-style-type: none"> <li>- 10% of all completed repairs</li> <li>- Alarm upgrade works</li> <li>- Gas servicing</li> </ul>
<b>Rehousing</b>	Surveys completed with new tenants to assess satisfaction with the rehousing system and their new home.
<b>Working groups</b>	<p>We have a number of tenant groups that work with us on a regular basis, such as:</p> <ul style="list-style-type: none"> <li>- Disability Working Group</li> <li>- Sheltered Housing In Partnership (SHIP)</li> <li>- Tenants Editorial panel</li> </ul>

Some of these opportunities target specific tenants and so cannot be exclusive to RBH Involve members. An example of this is the survey we send out to 10% of all tenants who have a repair completed. However, we aim to provide a wide range of opportunities specifically for RBH Involve members over the coming year.

**We welcome your ideas for improving RBH Involve. We also want your ideas for how RBH Involve members can work with us to help us make sure that we are providing the right services in the right way**

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# RBH Involve

## RBH Involve members have been busy

Since we launched RBH Involve in December you have been helping us to improve services in lots of different ways. Here are some of the key activities:

- We have just completed a review of our complaints procedure. As part of the review we sent a questionnaire to 376 RBH Involve members. There was a great response with 144 (38.2%) replying. See page 2 to find out how you have made a difference.
- IT savvy RBH Involve members have formed a focus group to help us develop a new look website – launching soon!!
- If you have told us you are interested in getting involved through estate inspections, you will now receive a personal invitation 10 days before your local inspection.



**Caroline Goodall (Pinpoint)**

The inspections are an opportunity to join our staff to check on the condition of our estates, looking at how clean and tidy they are and identifying environmental and other concerns that affect tenants and residents living in the area. Look out for your invite.

- RBH Involve members joined us for a one off session about Pinpoint. Pinpoint is a choice based lettings partnership of ten local authorities and thirteen housing associations across Greater Manchester. The service provides information about affordable housing options, rented accommodation and advice services across the Greater Manchester area.

Pinpoint is launching a new enhanced web based service and you have been helping to make sure that it meets the needs and expectations of local people. Caroline Goodall from Pinpoint said: "We have taken lots of the tenants' comments on board. The group preferred the information to be set out with a short introduction followed by more detail. That way people won't have to read all of the page to find out if it is relevant to them. They felt that there should be more information available about advice services, so we will be expanding that section. We will also be marketing Pinpoint better as many of the group were not aware of the service".

# Helping us improve how we deal with your Compliments, Comments and Complaints

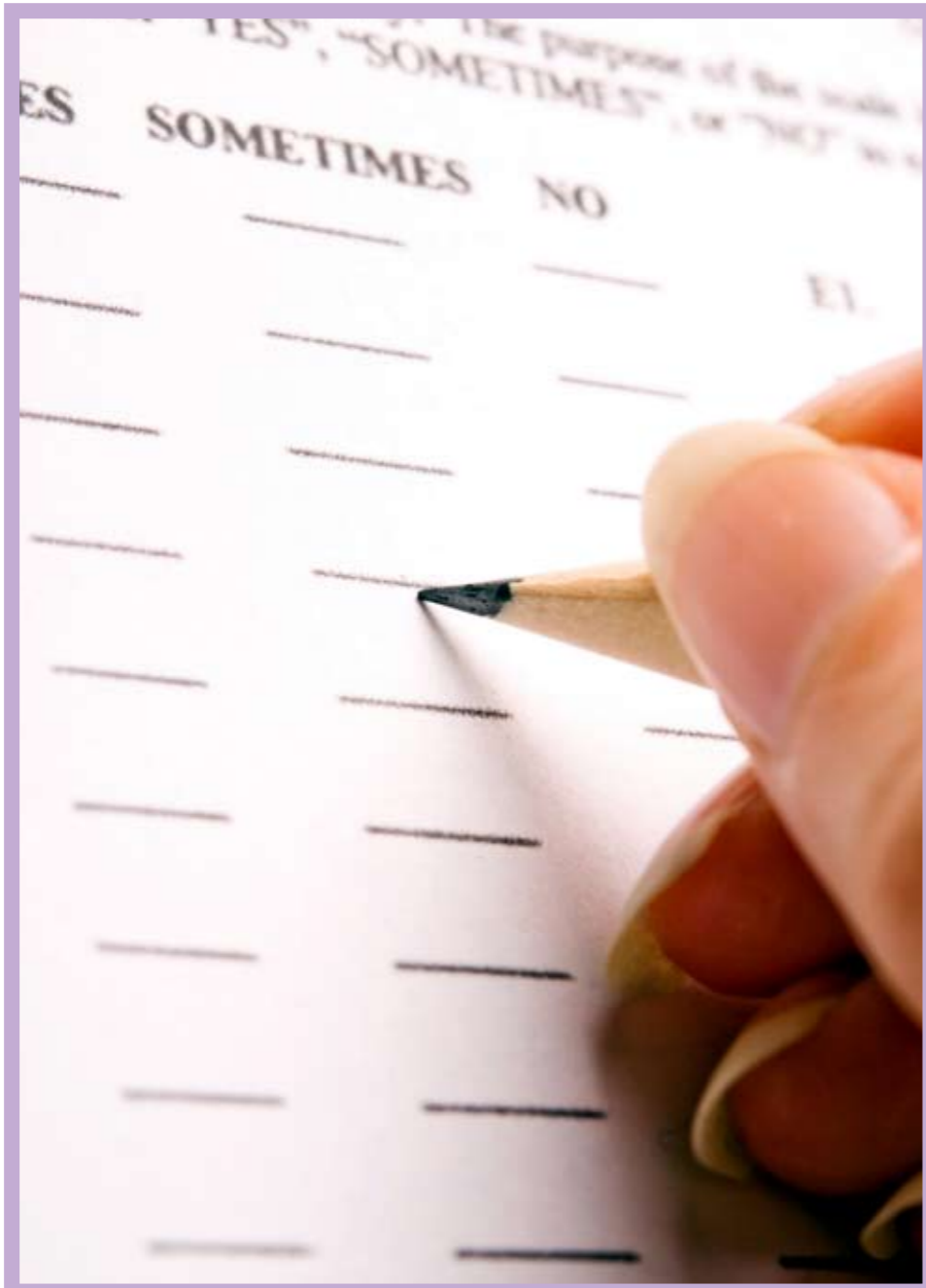
Thanks to everyone who returned their survey. You gave us lots of really helpful suggestions on how we can improve our current complaint procedure as well as plenty of information about what you expect from us when you send us your compliments, comments and complaints.

Here are some of the decisions made as a result of your comments:

- We currently investigate and reply to complaints within 15 working days. Six out of ten people said we should deal with them quicker. We have now tightened up our target and aim to reply within 10 working days.
- We will make it easier for people to find out how to send in their compliments, comments or complaints by promoting this more widely. You gave us lots of good ideas how to do this, including posters at community venues, adding the feedback telephone line to useful contact cards and the Council A-Z of services publication.
- We already send a written response to complaints. Over half of the people who replied said they also expect a response to a compliment or a comment. However, a number of people did express concern over excessive paper use and postage costs. The new form offers you the option of receiving a response. Additionally we will reply by email to feedback sent in by email.
- We do not currently have a set criteria for the payment of compensation. Rather, every case is judged individually. Some tenants thought that it was feasible for RBH to automatically offer financial compensation for failing to provide services to the agreed standard.

However, it was widely felt that if we were to offer compensation based on meeting certain criteria that this would be open to abuse and could encourage a culture of compensation. We will, therefore, not be introducing such a system,

but will carry out further research to assess how other housing organisations have addressed this issue. We will also be monitoring any compensation payments made to bring about more consistency.



# And the winner is...

Each quarter we hold a prize draw of all RBH Involve members with the opportunity to win £50 in shopping vouchers. The lucky winner this quarter is **Laura Speakman from Heywood**.

When I phoned her with the good news Laura told me that she had had such a lucky week having been accepted onto the launchpad programme to help her get back into work, receiving a bit of a bonus with her tax credits, being able to have some 'me time' as her daughter was spending the weekend away and now being able to treat herself with the shopping vouchers she has won through our prize draw.



Here's to the winning streak continuing Laura.

I asked Laura why she thought it was important for tenants to join RBH Involve and she told me she was particularly interested in

working with RBH in relation to anti social behaviour. She said "There are lots of problems with anti social behaviour but RBH can't deal with it alone. It is up to tenants to get involved and help find ways to deal with it".

## Ever thought about being an RBH Board Member?

RBH is managed by a Board of Directors. The Board provides strategic direction for the company, ensures that its commitments under the Management Agreement are delivered, monitors the company's performance in delivering services and approves the policies of the organisation and overall expenditure.

The RBH Board consists of six tenant members, three independent members and four councillor members. This year there are three vacancies for tenants and elections will be held in a few months time.

You don't need any qualifications to be a Tenant Board Member - just enthusiasm, commitment and common sense with an ability to communicate well and read and understand detailed information. You must also be able to give your time to attending meetings and training courses.

We would welcome expressions of interest from any tenants who would like more information (without any commitment to proceed any further at this stage).

There are several ways in which you could register this interest.

You could:

- Ask for more information to be sent to you about this years election
- State that you are not able to take an active interest this year but ask for your details to be kept for future vacancies
- Express an interest in attending information sessions which will be arranged during the summer months
- Express an interest in attending a meeting of the Main Board as an observer

For any of the above or for an informal chat please contact Moira Richardson, Governance Manager, on 01706 273811 or email [moira.richardson@rbhousing.org.uk](mailto:moira.richardson@rbhousing.org.uk)