



Delivering your services  
to the standard you expect

# Introduction

Since April this year, we have been working within a new regulatory framework set up by the Tenant Services Authority. This means we have to change how we monitor our services, but it doesn't mean we're going to change the services we deliver. We will focus on how our services fit in within the new framework and make sure we're doing what's most important to you.

The new regulation focuses on landlords getting back to basics and working with tenants to deliver services that produce real improvements. The new jargon word for this is outcomes. By outcomes, we mean the measurable differences we have made to you by delivering our services. As part of this regulation, we will be providing a new annual report to you, letting you know how we're doing and what standard of service you're getting. As the change only happened this year, we first need to look at how our service already relates to the new framework. We can't report on how we're doing yet, so this document is to let you know what our plans are for developing our service standards. We will publish our first full report to you from April next year.



# About the new regulation

The Tenant Services Authority introduced the new regulatory framework to work with landlords and tenants to improve the standards of service for tenants and residents.

## **The three priorities for the next three years are:**

### **Securing a fair deal for tenants**

Giving you more choice, strengthening your influence, and a greater say in how services are managed.

### **Protecting the rent payer**

Maintaining the investment in your home and keeping rents affordable.

### **Delivering modern and effective regulation**

Reducing bureaucracy, focusing on results, giving landlords freedom to run things themselves, and adapting services to local needs.

## Co-regulation

In simple terms “co-regulation” means “working together”. Instead of being inspected every three years by the regulator, we now regulate ourselves with the help of tenants and peers, such as other housing organisations. We will rely on short notice inspections and tenant scrutiny to identify areas of our service that are not meeting the standards and need improving. The TSA only get involved if things go seriously wrong.



# The regulatory standards

The new standards greatly simplify the regulation of the social housing sector, by setting out six clear standards that are focused on outcomes.

1. Tenant involvement and empowerment
2. Home
3. Tenancy
4. Neighbourhood and community
5. Value for money
6. Governance and financial viability\*

\*This does not apply to us as a local authority controlled company

The actual wording of the standards is intentionally not specific, which allows us greater flexibility to work with you in agreeing how we deliver our services. The main reason for doing things this way is so that we can concentrate on how we can achieve things, rather than rigidly following specific, detailed processes.

As part of the new regulation, we have developed locally tailored standards of service known as “local offers”. These are in response to you telling us what’s important to you and us making a commitment to deliver those services to an agreed standard.

For this first year, we’ve chosen to define “local” as Derby and look at what you consider to be important.

We’ve had a head start developing our own standards. For a few years now, we’ve reported our performance in our Tenants’ Top Ten targets, which are agreed areas of service that you told us were important. They’ve helped raise our performance and focus on the parts of our service that matter.

# Our local offers

## We will...

Keep our repair appointments

Complete non-urgent repairs within 30 working days

Inform you in advance of any planned maintenance to your home

Make sure newly let homes meet agreed standards of repair

Develop our own energy efficiency standards that will be above the government requirements

Offer appointments for all urgent and non-urgent repairs

Regularly service any appliances we provide in your home

Carry out any decoration work to your home to an agreed standard

Complete any garden or grounds maintenance work to agreed standards

Keep you informed if you report a communal repair

Provide new tenants with help and support to allow them to maintain their tenancy

Offer to help you manage your finances in a confidential and professional manner

Give you opportunities to discuss rent arrears and to clear these in full or by affordable instalments

Provide and develop convenient ways to access your rent account

Actively promote access to low cost credit

Provide vulnerable or elderly tenants with access to a range of services to help them live independently

At the very least, give you monthly updates on any anti social behaviour complaint you make

Always ask you for feedback once your anti social behaviour case is closed

Publish our standards for estate services and make them easy to access

Encourage and support projects that benefit the communities in which our tenants live

Carry out estate improvements that benefit the communities in which our tenants live

Develop and support volunteering opportunities for our tenants

Ask for your feedback when you've been involved with improving the service we provide



## Verifying what we tell you

Our new Annual Report for Tenants must show how we have involved you in scrutinising our performance and what others have found when inspecting our services.

We are developing training for tenants on how to do this and we have good working relationships with other local housing providers who have already carried out inspections on areas of our service.

## Involving you

The new regulation requires us to “engage meaningfully with tenants”. We already do this through surveys, Housing Focus Groups, Process Improvement Teams and board meetings. More options, such as texting, website surveys and other methods are also being introduced to make sure we reach as many people as we can. We also respond to the diverse needs of our tenants by holding dedicated meetings or events targeted at specific groups or areas.

If you would like more information about anything in this document or want to get involved in some way, please get in touch.

### Resident Involvement Team

**Derby Homes Resource Centre**  
Ground Floor, St Peters House  
Gower Street, Derby, DE1 1SB.

**Telephone** 01332 256213.

**Website** [www.derbyhomes.org/get-involved](http://www.derbyhomes.org/get-involved)

We can help you access this information in another way, format, style or language. Please contact us on 01332 711000, minicom 01332 711080 or fax 01332 711001. Telephone calls to our Enquiry Centre are recorded and monitored for training and quality purposes.

ہم دوسری طرح، شکل، انداز یا زبان میں اس معلومات تک رسائی کے سلسلے میں آپ کی مدد کر سکتے ہیں۔ براہ کرم ہم سے 01332 711000، منی کوم 01332 711080 یا فیکس 01332 711001 پر رابطہ کریں۔ ہمارے انکوائری سینٹر کو کی گئی ٹیلیفون کالیں تربیت اور معیار کے مقاصد کے لئے ریکارڈ کی جاتی ہیں اور ان کی نگرانی کی جاتی ہے۔

Możemy dostarczyć Państwu te informacje w inny sposób, w innym formacie, stylu i języku. Prosimy o kontakt pod numerem 01332 711000, minicom 01332 711080 lub faksem pod numerem 01332 711001. Połączenia telefoniczne z naszą Infolinią są nagrywane i monitorowane dla celów szkolenia i jakości.

Mēs varam jums palīdzēt piekļūt šai informācijai citā veidā, formātā, stilā vai valodā. Lūdzu, sazinieties ar mums pa tālruni 01332 711000, minicom 01332 711080 vai faksu 01332 711001. Tālrunā zvani mūsu pieprasījumu centrā apmācību un kvalitātes nolūkos tiek ierakstīti un pārraudzīti.

Galime padėti jums gauti šią informaciją kitokiu būdu, formatu, stiliumi arba kalba. Kreipkitės į mus telefonu 01332 711000, MINICOM 01332 711080 arba faksu 01332 711001. Telefono skambučiai į mūsų užklausų centrą registruojami ir kontroliuojami mokymų ir kokybės tikslais.

हम किसी अन्य तरीके, फॉर्मेट, शैली या भाषा में इस सूचना तक पहुंचने में आपकी मदद कर सकते हैं। कृपया 01332 711000, मिनिऑम 01332 711080 या फैक्स नं. 01332 711001 पर हमसे संपर्क करें। प्रशिक्षण और गुणवत्ता के उद्देश्य से हमारे पूछताछ केंद्र पर आने वाली कॉल्स का रेकॉर्ड रखा जाता है।

ਇਸ ਜਾਣਕਾਰੀ ਤਕ ਕਿਸੇ ਹੋਰ ਤਰੀਕੇ, ਰੂਪ, ਤਰਤੀਬ ਜਾਂ ਭਾਸ਼ਾ ਵਿਚ ਪਹੁੰਚ ਪ੍ਰਾਪਤ ਕਰਨ ਵਿਚ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ 01332 711000, ਮਿਨੀਕਾਮ 01332 711080 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ 01332 711001 'ਤੇ ਫੈਕਸ ਕਰੋ। ਸਾਡੇ ਪੁੱਛਗਿੱਛ ਦੇ ਕੇਂਦਰ 'ਚ ਕੀਤੀਆਂ ਗਈਆਂ ਕਾਲਾਂ ਨੂੰ ਸਿਖਲਾਈ ਅਤੇ ਗੁਣਵੱਤਾ ਦੇ ਮਕਸਦ ਲਈ ਰਿਕਾਰਡ ਅਤੇ ਮਾਨੀਟਰ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।



## To contact Derby Homes

Contact us by phone on 01332 711000 or by emailing [enquirycentre@derbyhomes.org](mailto:enquirycentre@derbyhomes.org). The Enquiry Centre is open Monday to Friday from 8am to 8pm, and on Saturdays between 9am and 12noon. Or write to us at Derby Homes, 2nd Floor, South Point, Cardinal Square, 10 Nottingham Road, Derby, DE1 3QT. If you have an emergency enquiry outside of these hours call Care Link on 01332 256060.

[enquirycentre@derbyhomes.org](mailto:enquirycentre@derbyhomes.org) | [www.derbyhomes.org](http://www.derbyhomes.org)

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