



# **Together** with **tenants** charter

Cheshire West and Chester Council in partnership with our tenants and ForHousing

# Together with tenants charter

**The Together with Tenants Charter** has been developed alongside tenants as a way of making clear what matters to you and our commitment to providing the best possible services to tenants, putting you at the heart of decision making.

**The aim of the charter is to:**

- **Make clear what is important to you as tenants**
- **Be open about our commitment to improve our services**
- **Improve our accountability to you**



Welcome to the new Together with Tenants Charter which has been developed by listening to you – our tenants. We asked you to provide comments on the aims, key pledges and commitments set out in the charter. We held local events and workshops and carried out a wider tenant and leaseholder consultation on the draft charter. Following this, we worked with a tenant group to agree how we measure the delivery of our commitments. We want to make it easy for you to understand how we are doing and to be reassured that we are doing what we said we were going to.

We agreed with the tenant group that we will use the Government's Tenant Satisfaction Measures. These have been introduced by the Housing Regulator to set the standards that all social housing landlords must meet. The measures will support you to hold us to account across the themes of repairs building safety, complaint handling, helpful tenant engagement and responsible neighbourhood management.

Information about how we are doing will be shared with you regularly, as well as with our new Council Housing Management Board. The Board will be made up of tenants/leaseholders, independent representatives, councillors, and officers from the Council and ForHousing and they will oversee the delivery of the charter. We will provide you with quarterly and annual updates on our performance via the website as well as use non-digital methods to share this information.

I want to thank all tenants and leaseholders that took the time to help to create this charter - through sharing their experiences, joining in with the working groups, attending events or responding to the wider consultation. I'd also like to give a special thanks to those tenants and leaseholders who worked alongside us throughout the engagement process, giving up many hours of their time to develop the charter's commitments and agree how we will measure and share performance, so we can make sure that we are telling you about the things that matter.

*Councillor Christine Warner*

Cabinet Member for Homes, Planning and Safer Communities



# PLEDGE ONE

## Communication

When you access any of our services, we promise that we will keep you informed and give you the ability to tell us what you think of the services you receive, so we can use your feedback to help improve the services we provide to you.

### You told us...

- That we need to get better at communicating with you
- That you want a wide range of ways to communicate with us and want us to keep you informed about the things that matter to you. That might be the progress of a repair, information about what is happening to your home or in your neighbourhood, how we are working to sort out any problems, or how you can get in contact with us
- That you want to know more about what we are doing to respond to your feedback and how we are improving services as a result
- That you want us to be more visible in your community and for you to have the opportunity to talk to us in a way that suits your needs, including face to face appointments



## We will commit to:

- Continuing to improve our communication and providing a variety of ways for you to get in contact with us, including face to face appointments
- Communicating with you in your preferred way
- Providing information about the services that we offer, and which teams can help you, in accordance to your particular need
- Telling you how your feedback is making a difference and how we are listening to your views to make services better
- Sharing and providing information that is accessible, clear and jargon free
- Making sure that our staff are available to meet your needs in a timely manner
- Treating you fairly and with respect
- Being clear about how long it will take us to solve an issue and communicating with you if things change
- Being honest with you about what we can and can't do
- Putting things right if they go wrong
- Telling you how we spend your rent on the services we deliver

## How we will measure success:

We will report on how we are doing in delivering our commitments by using several different measurements, as well as providing you with examples of what we are doing to listen to your feedback and change. These measurements will be reported to you on a quarterly and an annual basis.

### Quarterly -

#### Tenant Satisfaction Measures

- TP06: Satisfaction that the landlord listens to tenant views and acts upon them
- TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them
- TP08: Agreement that the landlord treats tenants fairly and with respect
- CH02: Complaints responded to within Complaint Handling Code timescales

### Annually

- Gather your feedback to identify improvements to our services – you said, we did
- Give examples of how and when we have involved you in improving information that we provide to ensure that its is accessible, clear and jargon free
- Give examples of how staff have used the organisations HEART principles -  
*Have the right attitude,  
Ensure you do all you can – own it!  
Always deliver promises,  
Recognise people are individuals,  
Treat them with respect*
- Provide you with information on how we spend your rent



**Communication**  
- continued



**PLEDGE  
ONE**

## PLEDGE TWO

# Responsibility

### You told us...

- That you want us to listen to you and that you want to work with us to improve the experience of tenants and improve services
- You'd like to work alongside us, having honest conversations and developing services that reflect both the needs of tenants and the organisation
- That you want to know what we are doing to improve services and what we are spending your money on

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**When we make a mistake, we promise to be approachable and to take responsibility and put it right as quickly as possible, keeping you informed throughout.**

### We will commit to:

- Providing a wide range of opportunities for tenants to influence how we develop and improve services
- Having a culture of respect, openness, honesty, and transparency
- Dealing with your enquiries at first contact, taking the right course of action in the right way
- Getting back to you when we say we will and keeping you regularly informed of our progress
- Making it clear how you can complain to us if you need to
- Taking ownership of any issues and working with you to resolve them
- Undertaking tenant led scrutiny projects on services and issues that you have identified through feedback and performance
- Making sure we use your information ethically and securely
- Making sure we offer you services that demonstrate value for money
- Holding colleagues to account for delivering these pledges to you
- Recruiting and training our staff with these pledges in mind
- Working in partnership with the Council Housing Management Board to hold us to account on delivering the commitments of this Charter
- Producing an annual report that highlights what we have delivered during the year

## How we will measure success:

We will report on how we are doing in delivering our commitments by using several different measurements, as well as providing you with examples of what we are doing to listen to your feedback and change. These measurements will be reported to you on a quarterly and an annual basis.

### Quarterly -

#### Tenant Satisfaction Measures

- TP01: Overall satisfaction
- TP06: Satisfaction that the landlord listens to tenant views and acts upon them
- TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them
- TP08: Agreement that the landlord treats tenants fairly and with respect
- TP09: Satisfaction with the landlord's approach to handling complaints
- CH01: Complaints relative to the size of the landlord
- CH02: Complaints responded to within Complaint Handling Code timescales

### Annually

- Number of unique residents / service users involved in formal / informal consultation groups (inc digital) as a % of the total stock
- Give examples of how staff have used the organisations HEART principles -  
*Have the right attitude,*  
*Ensure you do all you can – own it!*  
*Always deliver promises,*  
*Recognise people are individuals,*  
*Treat them with respect*
- Gather your feedback to identify improvements to our services – you said, we did
- Create and publish an annual report and include how services have improved due to your feedback

**Responsibility**  
- continued

**PLEDGE  
TWO**

## PLEDGE THREE

# Your community

We promise to work with you to help create greener, fairer, stronger communities.

## We will commit to:

- Working with you to improve local greenspaces and exploring new ways of working to do this
- Working in partnership to effectively manage estates and neighbourhoods e.g. fly tipping
- Offering a clear and simple process to report anti-social behaviour (ASB)
- Undertaking an annual review of feedback about the ASB service and making changes as appropriate
- Offering support to tenants who are experiencing anti-social behaviour
- Working with local partners and community groups to develop and deliver activities that make a difference

## You told us...

- That how your neighbourhood looks and feels is important to you and that you want to live in a clean and tidy neighbourhood
- That your local community is important to you and that you want more information about how you can get involved
- That when you are reporting Anti-social behaviour you want to understand more fully the process for this and the potential limitations







## Working together to improve neighbourhoods

A lot of your feedback centred around the look and feel of your neighbourhood. The council and Forhousing will work together to ensure that your neighbourhood is maintained and looked after, we will also work in partnership with other organisations to manage your estate.

## How we will measure success:

We will report on how we are doing in delivering our commitments by using several different measurements, as well as providing you with examples of what we are doing to listen to your feedback and change. These measurements will be reported to you on a quarterly and an annual basis.

### Quarterly -

#### Tenant Satisfaction Measures

- TP10: Satisfaction that the landlord keeps communal areas clean and well maintained
- TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
- TP12: Satisfaction with the landlord's approach to handling anti-social behaviour
- NM01: Anti-social behaviour cases relative to the size of the landlord

### Annually

- Give examples of how we have supported you when experiencing anti-social behaviour
- Give examples of the positive work we are doing when working with you and local partners in your community



**Your community**  
- continued



**PLEDGE  
THREE**

## PLEDGE FOUR

# Quality of your home

When we maintain your home, we promise that the quality of our work is of a high standard and your neighbourhood is maintained and serviced and remains fit for purpose.

We promise to use contractors that deliver a high-quality service and where they use components that these are of a good standard.

## You told us...

- That you want us to listen to your feedback and improve our repairs and maintenance service
- That you don't want to have to chase us for feedback about a repair
- That when you report a repair, you want it to be done quickly and to a good standard
- That where there are any changes, that you want to be kept informed about the timings of replacement bathrooms and kitchens and where you can go if you need any adaptations to your home



## We will commit to:

- Carrying out repairs within the following timelines: emergency repairs within 24 hours or one working day; urgent repairs within 7 working days; routine repairs within 20 working days and finally; batched repairs as part of our capital investment programme or within 100 working days
- Measuring progress against timescales and keeping you informed about how we are performing
- Improving how we communicate with you about repairs
- Being clear about any follow-on works, what they are and when they will be carried out
- Reviewing our current repairs and maintenance contract and working with tenants to create a new specification for how we deliver the repairs and maintenance service
- Making clear when you are due new bathrooms and kitchens and letting you know in advance when your home is due improvement works
- Making it clear what the process is to get aids and adaptations to your home
- Exploring new ways of supporting tenants who might need additional support to maintain their home

## How we will measure success:

We will report on how we are doing in delivering our commitments by using several different measurements, as well as providing you with examples of what we are doing to listen to your feedback and change. These measurements will be reported to you on a quarterly and an annual basis.

### Quarterly -

#### Tenant Satisfaction Measures

- TP02: Satisfaction with repairs
- TP03: Satisfaction with time taken to complete most recent repair
- TP04: Satisfaction that the home is well maintained
- TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them
- RP01: Homes that do not meet the Decent Homes Standard
- RP02: Repairs completed within target timescale

### Annual

- Give you examples of ways we have supported you to maintain your home



**Quality of  
your home**  
- continued



**PLEDGE  
FOUR**

**PLEDGE  
FIVE**

## Your safety →

**When we carry out repairs and improvements to your home, we promise that your home will be a safe place in which to live, and it forms part of a safe and secure community.**

### You told us...

- That you want to feel safe in your home and as part of our commitment to Building Safety there are commitments that we want to make to you

### We will commit to:

- Involving you, so you understand your responsibilities to keep your home safe for your household and neighbours
- Being leaders in the sector for fire safety and putting the Building Safety Act into practice
- Working closely with tenants in high rise buildings to support them to raise any issues or concerns, including a tenant led building safety forum, tenant drop-in sessions, safety notice boards and safety visits
- Regular inspections of our high rise and complex buildings to ensure that they are safe and quickly identify any issues. This will include block inspections, along with fire door checks and ensuring the removal of any trip, slips and hazards in communal areas
- Carrying out the 'high rise flat annual safety programme' where we will inspect smoke detectors, heat detectors, sprinkler heads, fire doors and closer and balcony doors
- Communal areas, where applicable, will have the fire alarm, emergency lighting, door entry systems, automatic doors, fire shutters, fire dampers, vents, automatic gates/barriers, passenger lifts and smoke extract systems checked and tested for correct operation
- Complying with regulations to service and check gas and electrics in your home and communal heating systems
- Servicing gas appliances (if your property has them), every 12 months to make sure they are operating correctly and any smoke and carbon monoxide detectors will be tested and replaced, if necessary, the electrical installation in your home will be tested every 5 years



## How we will measure success:

We will report on how we are doing in delivering our commitments by using several different measurements, as well as providing you with examples of what we are doing to listen to your feedback and change. These measurements will be reported to you on a quarterly and an annual basis.

### Quarterly

- % properties with electrical installations inspected within 5 years with a valid EICR

### Annual

- Give examples of how we have involved tenants in ensuring safety and standards of high-rise blocks

### Tenant Satisfaction Measures

- TP05: Satisfaction that the home is safe
- BS01: % properties with valid landlord gas safety certificate
- BS02: % stock covered by the RR(FS)O 2005 and FSA 2021 with an in-date Fire Risk Assessment (FRA)
- BS03: % communal areas with asbestos inspected annually
- BS04: % of properties with a valid Legionella Risk Assessment
- BS05: % of lift inspections carried out within statutory timescales

**Your safety**  
- continued



**PLEDGE  
FIVE**

**PLEDGE  
FIVE**

**Your safety**  
- continued



### Where do responsibilities fall?

Some of your feedback centred around wider issues in the neighbourhoods, such as drug use, drug dealing and anti-social behaviour in the neighbourhoods, e.g. off road motorbikes.

While these issues are a Police matter and we advise that you contact the **Police** via **101** or **999** if an emergency, ForHousing can provide advice and support on whether the issue is something that we can deal with directly, or with how to report any matters to the Police.



### Who should I call?

If you would like to report a crime, but want to remain anonymous you can call **Crimestoppers** on **0800 555 111**.

**Please always dial 999 in an emergency.**



ForHousing

In partnership with  
Cheshire West  
and Chester

**Together**  
with tenants  
**charter**



To find out more:



[forhousing.co.uk/  
cheshirewestandchester](https://forhousing.co.uk/cheshirewestandchester)



0300 123 55 22



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