

## Our mission in Housing

Over 500 tenants and residents contributed to the consultation exercise around the plan.

Following an online survey, workshops, Tenants Consultative group meetings and stakeholder events a new mission statement was selected :

**‘Delivering quality homes and excellent services for the people of Tamworth’**

Tenants comments after consultation Spring 2009

“Everybody deserves a decent home and good service”

“I like your mission statement it means something to me”

### Cantonese

如果您覺得用自己的語言和我們交談比較容易，請找一個會說英語的朋友或親戚致電我們，電話是：0800 183 0454。我們可以安排翻譯人員與您聯繫，討論您需要的翻譯服務。

### Greek

Αν προτιμάτε να μιλήσετε στη γλώσσα σας ζητήστε από έναν φίλο ή συγγενή σας να επικοινωνήσει στο 0800 183 0454. Μπορούμε να σας κανονίσουμε έναν διερμηνέα.

### Gujarati

જો તમને અમારી સાથે તમારી પોતાની ભાષામાં વાતચીત કરવી સરળ લાગતી હોય તો અંગ્રેજી બોલી શકતા એક મિત્ર અથવા સગાને કહો કે નંબર 0800 183 0454 ઉપર અમારો સંપર્ક સાધો. અમે એક ઈ-ટર્મિનરની વ્યવસ્થા કરી શકીશું કે જેથી તમને જરૂરી ભાષાંતર વિષય ચર્ચા કરી શકાય.

### Mandarin

如果您认为以自己的母语与我们交谈更容易的话，请让一位讲英语的朋友或亲属与 0800 183 0454 联系。我们可以安排一个翻译人员与您联系，讨论所需的翻译事宜。

### Polish

Jeśli łatwiej Ci będzie rozmawiać z nami we własnym języku, poprosz tego z krewnych lub przyjaciół, który włada językiem angielskim, by skontaktował się z nami pod numerem 0800 183 0454. Możemy skierować do Ciebie tłumacza, który omówi z Tobą, jakiego rodzaju tłumaczeń będziesz potrzebować.

### Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਗੱਲ ਕਰਨਾ ਅਸਾਨ ਲੱਗਦਾ ਹੈ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਮਿੱਤਰ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ 0800 183 0454 'ਤੇ ਸੰਪਰਕ ਕਰਨ ਲਈ ਆਖੋ। ਅਸੀਂ ਦੁਬਾਰਾ ਈ ਵਿਵਸਥਾ ਕਰ ਸਕਾਂਗੇ ਜੇ ਤੁਹਾਡੇ ਲਈ ਤਰਜਮੇ ਦੇ ਬਾਰੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੇਗਾ।

### Urdu

اگر آپ ہم سے اپنی زبان میں بات کرنے میں آسانی محسوس کرتے ہیں تو براہ کرم اپنے کسی اے کے کے لئے ایک مترجم بندہ دست کر سکتے ہیں جو آپ کی ترجمانی ضرورت پر بات چیت کرنے کے لئے آپ سے رابطہ کرے۔



Tamworth Borough Council  
Marmion House  
Lichfield Street  
TAMWORTH  
Staffordshire  
B79 7BZ

Telephone :  
01827 709709  
Fax:  
01827 709376  
E-mail:  
Tenant participation  
@tamworth.gov.uk

www.tamworth.gov.uk/

If you would like this document in a different form, for example audio cassette, large print or Braille, please contact the Tenant Participation team on 0800 183 0454 or if you would find it easier to talk to us in your own language please ask an English-speaking friend or relative to contact the Tenant Participation Team. We can arrange for an interpreter to contact you to discuss any translation you need.

Tamworth Borough Council  
Marmion House

# Housing Services

## Landlord Services Delivery Plan 2009/10 ~ 2012/13

### Executive Summary



To achieve the corporate vision :

**‘By 2020 Tamworth will be an ideal place to live, work and raise your family in the Heart of England’**

Landlord Services has developed its own mission statement

**‘Delivering quality homes and excellent services for the people of Tamworth’**

Join us to ensure over the next three years we achieve excellence!



## Meeting our mission statement for Landlord

### The Landlord Services priorities for 2009/10 are:-

- To develop a robust and financially viable stock retention and sustainability strategy that takes account of national housing policy requirements and that delivers homes and services that meet the expectations of customers
- To develop service based approaches to service access, customer care, consultation, diversity and value for money that compliment corporate strategies but take account of the housing service context
- To review the repairs improvement plan and ensure value for money with the contractors
- To assess the investment gaps for decent homes and prioritise the repairs service accordingly
- To complete the sheltered housing review and implement its outcomes taking into account the work of the newly formed Ministerial Working Group looking at sheltered housing issues
- To undertake a robust market testing exercise of the Homelink service taking full account of service users views on the future of the service
- To develop a Financial Inclusion Strategy that compliments corporate debt management strategies and that provides a significant response to the financial and debt issues being faced by a range of customers
- To implement the Respect Standard taking account of national policy requirements, good practice from around the country whilst being informed by research and evidence of local issues of concern to customers
- To introduce a comprehensive Choice Based Lettings policy and system with sub-regional partners that complies with national policy and guidance and develop and communicate revised policies and procedures.
- To develop a consistent set of service standards for all landlord services ensuring customer consultation and integrate monitoring of agreed standards into the performance management framework

#### Tenants comments after consultation Spring 2009

*“if this can be achieved it would be excellent for all tenants”*

*“something should have been done years ago”*



High Rise flats  
Lichfield Street  
Tamworth

### for 2010/11

Whilst consultation in 2009 will influence and shape the strategic priorities for 2010/11, existing assessments of the housing service and its operating environment indicate that the following issues (along with new and emerging issues) will need to be discussed with members, tenants, staff and stakeholders in preparation for finalising the second year of the Plan:

- Identify all garage sites and associated estate management issues including undertaking a technical assessment - in order to identify future options in 2011/12
- Respond to the CLG offer around re-distribution of debt / self-financing options and update the medium and long term financial forecasts
- Undertake a comprehensive review of caretaking and cleaning services and agree an implementation plan for 2011/12
- Determine the formula for service charges for sheltered housing with a view to implementing them in April 2011. Recognising this as stage 1 with a view to extending this in later years
- Continue to work towards the respect standard, engaging external support on producing a tenant led ASB housing management policy. Accreditation Audit against the RESPECT standard in April 2011 by SLCNG/Housemark.
- Prepare for Short Notice Inspection during 2010/11 including clarity on performance indicators and how they link to national standards and local offers.
- Review the lettable standard and introduce this as part of the sign up procedure involving tenant inspections
- Complete the procurement of home-link and implement the outsourcing of community alarm services as necessary
- Conduct an Impact Assessment and contribute to the Annual Lettings Plan following the introduction of choice based lettings April 2010.
- Develop a new Repairs Policy
- Establish base line data for customer characteristic monitoring for access, equality and service improvement planning for 2011/12
- Review organisational resources following year 1 of the housing management restructure to ensure team resources / work plans support these overarching tenant priorities.



#### Tenants comments after consultation Spring 2009

*“the most rewarding and encouraging principles bought forward yet”*

### for 2011/12

Whilst the third year of the Plan is some time off, a range of issues have already been identified that will need to be considered in either the third year or potentially earlier if the working environment changes:

- Consider policy implications following the likely 2010 General Election
- Review the success and impact of the Housing Stock Retention and Sustainability Strategy and consider whether a comprehensive stock options appraisal is required
- Undertake a comprehensive review of the tenancy agreement to ensure it is still fit for purpose
- Review the response repair contract and existing outputs and outcomes
- Review staffing structures to ensure they are still fit for purpose
- Deliver older persons Strategy
- Consider service improvements such as the introduction of a handyman scheme and a tenant incentive scheme
- Explore shared services across a range of functions i.e. Legal services

