

LANGSTANE HOUSING ASSOCIATION LIMITED

TENANT SATISFACTION POLICY

1. AIMS

Langstane Housing Association is committed to ensuring that the views of tenants are considered not only in the decision making process but to improve the quality and range of services we provide and to ensure the correct distribution of resources.

The Tenant Satisfaction Policy should be delivered along with the Customer Satisfaction Policy and the Tenant Participation Strategy.

2. OBJECTIVES

- To understand tenant needs and expectations, through awareness of the diversity of the Association's customer base
- To maintain positive tenant relations by positive and helpful attitudes, and an accessible service delivered in a friendly manner
- To deliver a service that is the highest quality within the resources available, and services which are appropriate for all the Association's customers
- To deal with problems and complaints quickly and efficiently
- To provide information about the services on offer and the Landlord's performance in delivering them
- To monitor performance of service delivery to ensure objectives are being achieved

3. PROCEDURES

The Association provides information to and consultation with tenants in a range of methods and formats appropriate to tenants' needs and the issue at hand, for example, by newsletter, tear off reply slips, questionnaires, surveys, personal visits, tenants' surgeries, and focus groups. All documentation will be made available in tenant friendly format, for example, large font, audio, or minority language.

The Association will have an independent Tenant Satisfaction Survey carried out every three years.

4. STAFF RESOURCES AND TRAINING

The Policy should be adhered to by all staff in the Association. Appropriate training will be given and operational responsibility will lie with the Managers. Responsibility for the evaluation process will lie with the Director of Customer Services.

5. MONITORING AND REVIEW

Tenant satisfaction will be monitored on an ongoing basis. Monitoring and reviewing the following:-

- Number of tenants' surveys carried out and response rates
- Number of newsletters and publications sent to tenants
- Methods of communication, and their relative effectiveness
- Outcomes and achievements in relation to the Tenant Participation Strategy

Reports are made on a monthly basis to the Director of Customer Services and quarterly to Tenants' Services Sub-Committee and the Committee of Management.

Right to Complain

In the event you are not satisfied with the service you have received, please contact the Association for a copy of our Complaints Policy, which can also be viewed on our website.

Approved by Tenants' Services Sub Committee: 31 July 2009

Review Date: 3 Years