
VENTURE HOUSING ASSOCIATION

Local Offers

**Allocations
Standard**

Environment

**Neighbourhood &
Community**

Hate Crimes

**Repairs &
Maintenance**



Venture Housing Local Offers Introduction

Venture Housing must ensure that the services you receive meet and exceed the requirements of the Standards that have been set out by the Tenant Services Authority (TSA). These standards describe the required outcomes that we must comply with and cover the following areas:

- **Tenant Involvement and Empowerment**
- **Home**
- **Tenancy**
- **Neighbourhood and Community**
- **Value for Money**
- **Governance**



It is important to us that our customers are happy with the services they receive. We have worked with other local landlords and tenants to develop our own Local Offers. Following consultation with our tenants it was agreed that our Local Offers should cover the following areas:

- **Repairs**
- **Lettings**
- **Anti- social behaviour**
- **Neighbourhood Management**
- **Responses to hate crimes**

This document sets out our promises on the standards of service you can expect from Venture Housing and how we will monitor our performance and report to tenants.

If you feel you have received a service that failed to meet these standards we would appreciate your feedback. Full details of how you can give us your feedback are on page 11 of this document.

We will review our Local Offers in March 2012 to ensure they continue to deliver the services that our tenants want.

Tenancy

Allocations Local Standard

We participate in both the Liverpool and Wirral choice-based lettings schemes. We are working with both Local Authorities and other landlords on Merseyside to develop a single choice based lettings scheme.



Local Offer	How we will monitor our Performance
<p>We will give you clear information on how we allocate our properties. We will use choice based lettings to allocate our properties wherever possible.</p> <p>We will aim to contact those applicants whose bids are successful within 3 working days of the advert closing. All applicants who register through Venture Housing will be advised in writing of their waiting list priority within 10 working days.</p>	<p>We will report our performance to the Tenants Panel.</p>
<p>We will visit all new tenants within 3-4 weeks of moving into their home. A further visit will be made within 3 months of the start of the tenancy.</p>	<p>We will monitor all new tenant visits.</p>
<p>We will set annual targets to ensure the amount of time properties are empty is minimised.</p>	<p>We will monitor performance and will report this to the Tenants' Committee and the Residents' Service Committee.</p>
<p>We will make information available on the size, type and general location of our vacancies in the last year.</p>	<p>This information will be readily available and will be reviewed on an annual basis.</p>
<p>All of our homes will be re-let to an agreed standard. We will supply you with this standard at the beginning of your tenancy.</p>	<p>All new tenants will be provided with the agreed letting standards.</p>

Neighbourhood and Community Anti-Social Behaviour (ASB) Local Offer



Local Offer	How we will monitor our performance
<p>When a new tenancy starts we will ensure that new tenants understand what their responsibility is in relation to acceptable behaviour and offer support if necessary.</p>	<p>We will monitor our sign up process.</p>
<p>We will use starter tenancies and good neighbour or respect agreements when identified as appropriate.</p>	<p>We will record the number of starter tenancies and good neighbour/ respect agreements we have used.</p>
<p>We will make it easy to report ASB:</p> <ul style="list-style-type: none"> • ASB can be reported by letter / phone / web site / in person and by e mail • We will provide the facility to report ASB 24hours a day • We will offer diary sheets / dicta-phone to help collate evidence and will provide a mobile phone in serious cases • We will offer help completing forms and an interpreter / translation service when necessary 	<p>We will record the number reports of anti-social behaviour and the action we have taken.</p>
<p>We will provide information on ASB services in leaflet format and on the web site using easy to understand language.</p>	<p>We will monitor our website and ensure the information contained within the leaflet is up to date.</p>

Anti-Social Behaviour (ASB) Local Offer Cont/d.....



<p>We will categorise and escalate cases depending on an assessment of severity. We will advise you of the category of your case.</p> <p>The timescales for contact and interviews will depend upon the seriousness of a case, with a faster response for serious / urgent cases.</p>	<p>We will provide regular reports on the number and category of cases to the Tenant's Committee and the Residents' Services Committee.</p>
<p>We will agree an action plan with complainants, including timescales and provide timely feedback / updates agreed within individual action plans.</p> <p>We will offer victim / witness support and reassurance with enhanced security measures where appropriate.</p>	<p>We will seek tenant satisfaction at the resolution of case.</p>
<p>We will share information and work in partnership with other agencies to prevent and tackle ASB using a wide range of enforcement methods.</p>	<p>We will monitor and report outcomes to the Tenant's Committee and the Residents' Services Committee.</p>
<p>We will publish information on successful action against ASB in conjunction with partner agencies to offer reassurance and tackle the fear of crime.</p>	<p>We will monitor the publication of successful actions and will report this to the Residents' Services and Tenant's Committee.</p>
<p>We will seek feedback on satisfaction with the way a case was dealt with. We will advise on what we will do if a complainant is unhappy with the way that a case was dealt with.</p>	<p>We will measure tenant satisfaction by undertaking a survey at the resolution of a case.</p>
<p>We will undertake an annual review of performance against the standard and outcomes for customers.</p>	<p>We publish our performance in the Annual Report to all Tenants and on our website.</p>



Neighbourhood Hate Crime Local Offer

This local offer has been developed in partnership with our tenants, other Housing Associations and Merseyside Police. All of the partners recognise Hate Crime as a crime and will take action to prevent it. All the organisations that have agreed this local offer have agreed that we will work together to monitor incidents, identify hotspots, to provide support and to work together to resolve complaints.

The partner organisations have agreed to work to promote good relations and community cohesion.

Local Offer	How we will monitor our performance
<p>When Hate Crime is reported to us we will:</p> <p>Believe the complaint Make you aware of all the options that are open to you. This will include:</p> <ul style="list-style-type: none"> • Carrying out a risk assessment including security • Assistance with the provision of temporary accommodation • Assistance with the removal and storage of belongings • Referral to support agencies including Victim Support and Police • Taking action against the perpetrator 	<p>All reports of Hate Crime together with the actions that we have taken will be recorded.</p> <p>All reports of hate crime will be reported to the Tenants Committee and Residents' Services Committee.</p>
<p>We will encourage you to allow us to take action, your wishes and needs will be taken into account. An action plan will be agreed with you.</p> <p>We will use our legal powers to take action against the perpetrators.</p>	<p>We will monitor all action taken and will report this to the Tenant's Committee and Residents' Services Committee.</p>
<p>We will arrange for interpreters and translations when required.</p>	

Neighbourhood Hate Crime Local Offer..... Cont/d



Reporting Hate Crime

When you report Hate Crime we will contact you within 1 working day to investigate the matter.

If there has been a serious incident such as an arson attack or serious physical assault we will arrange an interview within 24 hours.

We will ask you where you would like the interview to take place and will advise you what information we will need to ask for in order to complete our investigation.

You will be given details of who will be dealing with your complaint and how we will keep in touch with you. In addition, we will give you the name of the manager as a point of contact other than the housing officer dealing with the complaint.

All cases will be monitored to ensure timescales are adhered to.

Any cases that are not dealt with within timescale will be reported to the Tenants and Operations Committees with reasons why timescales were not achieved.

Interview

During the interview, we will discuss how we can provide help and support.

We will ask you to sign an agreement for Venture to take action.

We will discuss, prepare and agree a plan of action with you; we will send you written details of this within 5 days.

We will keep in touch with you at least once a week whilst the case is under investigation to provide updates. In more serious cases we may contact you more often.

We will monitor all action taken and will report this to the Tenant's Committee and Residents' Services Committee.

Neighbourhood Hate Crime Local Offer.....

Cont/d

<p>Investigation</p> <p>We will gather evidence as part of the investigation. We will contact witnesses and speak to other residents in the area with your permission.</p> <p>We will liaise with other organisations who are already involved or could help with your permission</p> <p>We will offer tenants and witnesses a support pack, including a diary to log details of further incidents , our minimum service standards and a list of useful contacts</p> <p>We will undertake the initial investigation, within 2 weeks after which we will discuss with you our findings and potential action that can be taken against identified perpetrators</p> <p>We will interview the perpetrator (when known) with your permission</p> <p>On completion of the investigation we will review and revise the action plan</p>	
<p>Closing the Complaint</p> <p>The complaint will be closed only after all possible actions have been taken and with your permission. The complaint will be closed if:</p> <ul style="list-style-type: none"> • It has been resolved • You have been re-housed • Two months has passed since the last incident • You ask to close the complaint • Where no evidence has been found and it has been agreed by a manager and discussed with you 	<p>We will monitor all action taken and will report the number of closed cases to the Tenant’s Committee and Residents’ Services Committee.</p>
<p>After-Care</p> <p>We will contact you 4 weeks after the case has been closed to ensure that there are no recurring problems.</p> <p>We will send a customer satisfaction questionnaire to you for feedback about how the complaint has been handled to help improve our service response.</p>	<p>We will monitor the customer satisfaction information and will report this to the Tenants and Residents’ Services Committees. We will use this information to improve our performance and we will tell you how we have done this in our newsletter and on our website.</p>



Neighbourhood and Community Neighbourhood Management Local Offer (Environment)

Local Offer	How we will monitor our performance
<p>We will undertake regular estate walkabouts and will publish a timetable of the walkabouts using a variety of means including our website, newsletter, on notice boards as well as within the locality where the walkabout is taking place.</p> <p>We will invite local residents, Tenant & Resident Associations, contractors, other relevant Registered Providers and partner agencies to take part in the walkabouts.</p> <p>We will ensure that all issues arising from walkabouts are recorded in an action plan. The action plan will be delivered to residents within 5 working days.</p> <p>The actions identified will be dealt with within relevant timescales and any subsequent actions will be recorded and monitored and fed back to tenants.</p>	<p>We will monitor the frequency of walkabouts.</p> <p>We will report the outcomes of our action plans to tenants.</p> <p>We will publish any changes that we have made in our 'you said - we did' feature on our website.</p>
<p>We will work with Local Authority environmental teams to remove offensive graffiti within 24 hours and all other graffiti within 28 days.</p>	<p>We will monitor the removal of graffiti and will report on performance to the Tenants' Committee and the Residents' Services Committee.</p>
<p>We will secure abandoned or insecure properties within 24 hours of being aware of them (where appropriate).</p>	<p>We will monitor performance through our repair reporting system.</p>
<p>We will ensure that sharps, syringes and other drug using equipment is removed within 24 hours of being reported.</p>	<p>We will monitor performance through our repair reporting system.</p>



Neighbourhood and Community

Neighbourhood Management Local Offer (Environment).....

Cont/d

We will work in partnership with local authorities, residents and other partners, as appropriate, to encourage and increase recycling of household waste and composting.

We will highlight and promote any initiatives and will issue regular reminders about recycling through our website and the newsletter.

We will ensure that other estate management issues relating to items such as: highways, footpaths, untidy gardens, fly-tipping, dog fouling, litter, illegally parked / abandoned vehicles, broken glass, open space, grass cutting, street lighting and furniture etc are dealt with effectively.

We will report performance to the Tenants Committee and the Residents' Services Committee.

We will work with residents and partners as necessary and will meet agreed timescales.



We will encourage and support resident involvement in the local environment through a variety of means such as:

We will monitor all resident involvement and report back on all activities to the Tenants Committee.

- Tenant and Resident Associations
- House/ Street Representatives
- Sparkles / Clean Up events
- Gardening / Planting events
- Neighbourhood environmental agreements
- Promotion of "dog bags"
- Enforcement initiatives
- Focus groups
- Tenants Scrutiny Committee
- Local events
- Neighbourhood Plans



Venture Housing is committed to providing a high quality and responsive repairs service to our tenants. We have agreed our local offer with our tenants and we have detailed how we will measure our performance.

Local Offer	How we will monitor our performance
<ul style="list-style-type: none"> An appointment will be offered for all responsive (not emergency) repairs when first reported. We will attend at the appointed time and will carry out the agreed repair. If we miss an appointment we will pay £10 in compensation. 	<p>We will measure if appointments were kept by monitoring the performance of our contractors and undertaking regular tenants' satisfaction surveys.</p>
<ul style="list-style-type: none"> We will complete 'by appointment' responsive repairs (not emergencies) at the first visit. If we cannot complete the repair in one visit we will inform you of what will happen next. 	<p>We will monitor repairs performance and tell you how we are performing against our targets.</p>
<p>We will complete responsive repairs within the following agreed timescales:</p> <ul style="list-style-type: none"> Emergency repairs 24 hours Urgent repairs 5 working days Non urgent work 28 days 	<p>We will tell you how we are performing against our targets.</p>
<p>We will maintain a record of customers' individual needs and use that information to tailor our repairs service accordingly.</p>	<p>We will undertake regular tenant satisfaction surveys and will monitor if appropriate services have been delivered.</p>
<p>All contractors that Venture use will comply with the Contractors Code of Conduct.</p>	<p>We will undertake regular tenant satisfaction surveys.</p>
<p>We will involve tenants in monitoring the performance of our contractors.</p>	<p>Regular performance review meetings will be held with contractors and tenant representatives.</p>
<p>We will monitor customer satisfaction with our repairs service.</p>	<p>We will undertake regular tenant satisfaction surveys.</p>



Monitoring Local Offers

Four times a year we will feed back how we're doing on these local offers in your newsletter.

We'll also hold four 'tenants talk' sessions a year, in each neighbourhood. These talks will be hosted by members of your tenants committee and will offer you an ideal opportunity to feed back how you think we're doing on these standards and help monitor our performance.

We'll provide some lunch, pay your travel and care expenses and include some fun bits as well as the serious stuff!

The first tenants talk sessions will be:

Liverpool Central	Liverpool Suburbs	Wirral
Wednesday, 27th July 1—3pm	Thursday, 28th July 1—3pm	Friday, 29th July 1—3pm
Kensington Community Fire Station		The Lauries Centre, Birkenhead

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