

Our Offer to Residents

October 2017 – 2018



SPITALFIELDS
HOUSING ASSOCIATION LTD
স্পিটালফিল্ডস হাউজিং এসোসিয়েশন লি:

Our Promise - We will	We plan to deliver this by October 2018
1. Formulate a Customer Engagement Strategy	<ul style="list-style-type: none"> • Write a customer engagement strategy. • Start implementing the strategy.
2. We will improve our responses to communications from residents	<ul style="list-style-type: none"> • Devise monitoring procedures. • Test regularly through mystery shoppers.
3. Online access for residents to rent accounts	<ul style="list-style-type: none"> • Set individual access to rent and service charges accounts including account history and payment option.
4. Introduce and simplify online repairs reporting	<ul style="list-style-type: none"> • Use of M3 Central, innovative software that uses pictograms and diagrams to allow residents to easily identify and understand a repair. • Ensure faster responses for online repair reports. • Encourage residents to use online reporting facilities by publicising widely.
5. Setup electronic module for complaints and anti- social behaviour	<ul style="list-style-type: none"> • Electronic management system will be set up to record complaints and anti-social behaviour report, manage process and improve outcomes.
6. Continue to support our successful Scrutiny Panel	<ul style="list-style-type: none"> • Continue to provide an independent mentor. • Continue to recruit and train new panel members.
7. Achieve value for money	<ul style="list-style-type: none"> • Retender responsive repairs and gas contracts. • Where possible, jointly procure contracts/works with other BME and social housing providers for a better deal.