

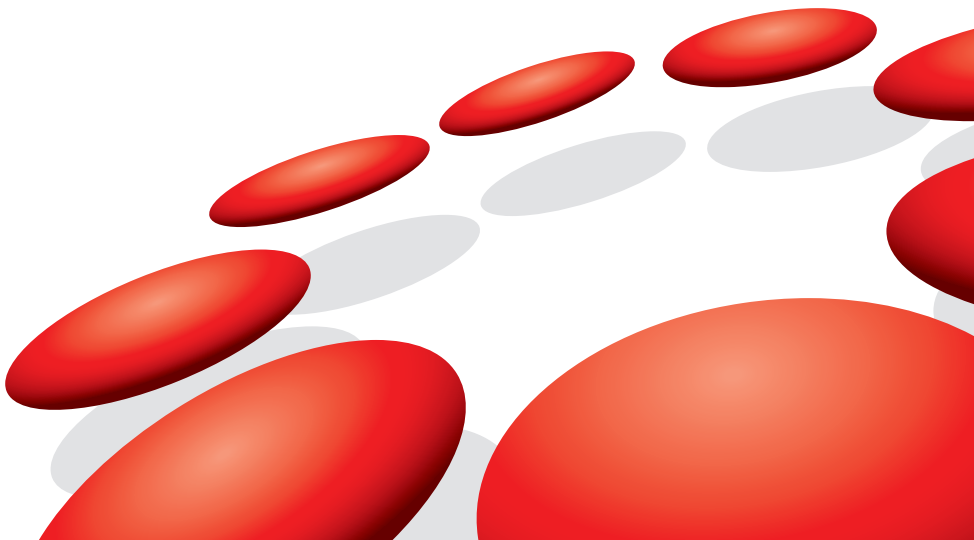


staffordshire  
HOUSING ASSOCIATION

# A look at what you've done

The results of your involvement over the past 3 months

July - September 2008



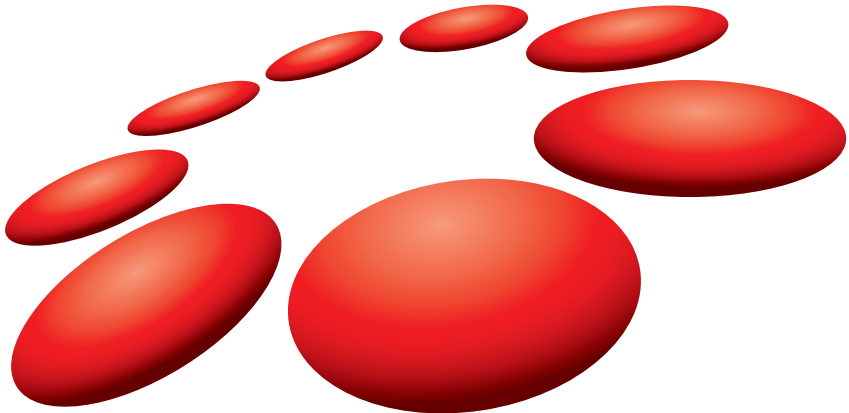
From July to September 2008, 537 of you took part in 31 separate consultation events. Here's what you were involved in, and what has changed as a result:

- We have extended the Select-a-Home bidding line opening period from 3 to 4 days.
- To help make sure that customers influence our business at a strategic level, the Customer Liaison Panel became SHARP - the Staffordshire Housing Association Residents' Panel. SHARP have a completely new constitution. At their first meeting, where five new members were welcomed, they contributed to the objectives of the Asset Management Strategy.
- The Tenancy and Estate Management Service Improvement Panel and the Customer Involvement Service Improvement Panel (SIPs) were set up.
- The Customer Involvement SIP agreed service standards for customer involvement, and agreed a change in mileage expenses to 40 pence per mile. They also set format and content for the quarterly customer involvement statement.
- The Maintenance SIP agreed the maintenance service standards and reviewed the maintenance policy.
- A group of customers gave their views on our services in a discussion with Audit Commission inspectors.

- A discussion group agreed the layout and appearance of the Customer Satisfaction Survey. They also came up with suggestions to increase the number of surveys that we get returned to us.
- Some customers considered our mission and values and what they meant to them. They agreed that we upheld our values in our work.
- After a tenancy sign-up pack consultation, changes were made to the contents and the whole pack was made to look more professional and welcoming.
- The Editorial Panel contributed six articles to the autumn edition of SHA Today, and made a number of improvements to its layout and appearance.
- The reading panel approved the 'Need help managing your money' booklet.
- Two discussion groups took place with residents from Bradeley Village, Rowan Village and Berryhill Village. Residents gave their views on the on the proposals for our West End Village development.
- Housing Officers met with resident groups from America Gardens, Madison Street and The Hollies to issues at their schemes.

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- A number of residents took part in consultation surveys that were specific to their scheme. These were:
  - A motorcycle store at High Street, Cheadle;
  - A security light at Abbots Court, Abbey Hulton;
  - A bench in the communal garden at Sandpiper Court, Kidsgrove;
  - Signs at High Street, Newcastle, and
  - Parking at Burnwood Court, Smallthorne.



Would you like to know more about customer involvement, and about the many ways to get involved to suit you?

Contact Adrian Foster, Customer Involvement Coordinator, on 01782 744533 or e-mail [involve@staffshousing.org.uk](mailto:involve@staffshousing.org.uk)