

# Castles & Coasts Housing Association – Residents’ Charter

This Residents’ Charter sets out our service commitments to residents. It combines our previous Customer Service Standards with our adoption of the National Housing Federation’s Together with Tenants Initiative, which aims to strengthen the relationship between residents and housing associations. To find out more about the Together with Tenants Initiative, please visit [National Housing Federation - Together with tenants](#).

Our Residents’ Charter has been developed in partnership with CCHA residents. Each year, our Residents’ Scrutiny Panel will measure how we are performing against the commitments within this Charter. The results of this annual review will then be published to all residents.

**Relationships**

Click each commitment to read a more detailed definition

**Communication**

**Voice and Influence**

**Accountability**

**Quality**

**When things go wrong**



# Our Commitments

## Relationships

We will:

- **Be trustworthy** – treat you with respect, openness, honesty, transparency and empathy
- **Keep our word** – we will do what we say we are going to do, when we say we are going to do it
- **Treat you fairly** – listening to you and working in partnership with you, to shape and improve our services
- **Provide choice** – giving you a range of ways to contact us and access our services. In turn, we will contact you, using your preferred method of contact

## Communication

We will:

- **Keep you informed** - in a variety of ways, to make it as easy as possible for you to find out what you need to know about CCHA, our services and how we are accountable to you

## Voice and Influence

We will:

- **Actively encourage and seek residents' views** – listening, understanding and valuing what you are telling us. We will use this information to inform decision making and we will act on your feedback

## Accountability

We will:

- **Work in partnership with residents** - facilitating and supporting our Residents' Scrutiny Panel to carry out independent scrutiny exercises, with the aim of continually improving our services, whilst also holding us to account for decisions that affect the quality of your home and the services you receive

## Quality

We will:

- **Provide you with good quality homes** – which meet the Government's Decent Homes Standard, keeping homes well maintained, safe and well managed

## When things go wrong

We will:

- **Provide simple and accessible routes for raising issues and making complaints**, and we will work with you to resolve any issues. You will receive timely advice and support if things go wrong

Click each commitment to read more about how they will be measured



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<p><b>We will be trustworthy – treat you with respect, openness, honesty, transparency and empathy, by:</b></p>	<p><b>How this will be measured:</b></p>
<ul style="list-style-type: none"> <li>• Providing a high quality and personable service that is prompt, polite, friendly and helpful, delivered by knowledgeable staff</li> <li>• Showing empathy and understanding, willing to go the extra mile where residents need help and support</li> <li>• Treating any enquiries confidentially and any personal information sensitively</li> </ul>	<ul style="list-style-type: none"> <li>• Resident satisfaction with CCHA services</li> <li>• Having a robust GDPR Policy in place, and delivering services in accordance with this</li> </ul>
<p><b>We will keep our word by:</b></p>	<p><b>How this will be measured:</b></p>
<ul style="list-style-type: none"> <li>• Doing what we say we are going to do, when we say we are going to do it</li> <li>• Resolving your enquiries at first point of contact. If we are unable to do this, we will keep you informed with what we are doing to address your query</li> </ul>	<ul style="list-style-type: none"> <li>• Resident satisfaction with CCHA services</li> <li>• Customer Service performance indicator, which measures first time resolution</li> </ul>
<p><b>We will treat you fairly – listening to you and working in partnership with you, to shape and improve our services, by:</b></p>	<p><b>How this will be measured:</b></p>
<ul style="list-style-type: none"> <li>• Championing equality and diversity in the provision of our services</li> <li>• Allocating our properties in a fair and open way</li> <li>• Building and maintaining positive relationships with residents, and with contractors and partners, to work together to improve services</li> <li>• Working with you and our partners to help you to sustain your tenancy</li> </ul>	<ul style="list-style-type: none"> <li>• Having a robust Equality, Diversity &amp; Inclusion Strategy, and delivering the actions within this</li> <li>• Having a robust Allocations Policy, and allocating our properties in accordance with this</li> <li>• Having a range of ways that our residents can be involved in reviewing and shaping CCHA's services, through our Resident Involvement Framework</li> <li>• Compliance with the Regulator of Social Housing's Tenant Engagement and Empowerment Standard</li> <li>• The number of tenancies sustained, as a result of support and intervention</li> </ul>

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We will provide choice – giving you a range of ways to contact us and access our services. In turn, we will contact you, using your preferred method of contact, by:	How this will be measured:
<ul style="list-style-type: none"><li>• Providing you with choice and flexibility in the ways that you can access our services, in accordance with your needs and preferences</li></ul>	<ul style="list-style-type: none"><li>• CCHA's services available to access in the following ways:</li><li>• In person at our offices (post COVID-19)</li><li>• Via telephone</li><li>• Via email</li><li>• Via webchat</li><li>• Via an online portal</li><li>• Via social media</li><li>• Via our out of hours provider, for emergencies outside of office opening hours</li></ul>

## Communication

We will keep you informed - in a variety of ways, to make it as easy as possible for you to find out what you need to know about CCHA, our services and how we are accountable to you, by:	How this will be measured:
<ul style="list-style-type: none"><li>• Communicating in a way that is clear and easy to understand</li><li>• Sharing clear, regular information about services residents receive and about how CCHA is performing</li><li>• Communicating information as widely as possible, in a variety of mediums to suit all residents</li></ul>	<ul style="list-style-type: none"><li>• Resident satisfaction with CCHA services</li><li>• Regular communication through social media, our website and in writing, where appropriate</li><li>• Publication of a bi-annual Residents' Voice Report</li><li>• Publication of an annual Residents' Report</li><li>• Capturing residents' preferred method of contact and using this to communicate with residents</li><li>• All CCHA messages delivered in a range of ways, to ensure they are communicated widely</li></ul>

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**We will actively encourage and seek residents' views – listening, understanding and valuing what you are telling us. We will use this information to inform decision making and we will act on your feedback, by:**

**How this will be measured:**

- Ensuring resident feedback is used to influence positive change and providing a range of ways for residents to provide feedback
- Consulting with you on changes to services which affect you and carrying out regular surveys, to understand residents' satisfaction with our services
- Learning from your feedback and making positive changes, based on feedback received and regularly sharing the changes made and the impact they have had
- Adapting services, where possible, in accordance with residents' individual needs and preferences
- Striving to deal with Anti-Social Behaviour, at the earliest possible stage, with a clear focus on prevention and early intervention, through partnership working with multiple agencies

- Real time residents' satisfaction data gathered, analysed and used to identify service improvement actions
- Residents' Scrutiny Panel supported to carry out independent exercises. Recommendations made by the Residents' Scrutiny Panel are then tracked to completion
- Resident Feedback Groups arranged, and recommendations are then tracked to completion
- Compliance with the Regulator of Social Housing's Tenant Engagement and Empowerment Standard
- Ad-hoc surveys undertaken with residents, where a change to a service is required, or a new service is proposed. This feedback is then used to shape this service
- Any major changes to services that affect residents, will be communicated in a range of ways, to ensure residents receive communications, in a way which meets their needs
- Satisfaction surveys sent to residents, when they receive a service from CCHA
- Number of improvement actions identified and delivered, as a result of receiving feedback from residents
- Improvement actions implemented, as a result of resident feedback and communicated through the publication of a bi-annual Residents' Voice Report
- Residents' individual needs are captured on our Housing Management System and services are adapted according to individual needs, where possible
- Having a robust Anti-Social Behaviour Policy in place, and delivering services and responding to reports of Anti-Social Behaviour, in accordance with this

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We will work in partnership with residents - facilitating and supporting our Residents' Scrutiny Panel to carry out independent scrutiny exercises, with the aim of continually improving our services, whilst also holding us to account for decisions that affect the quality of your home and the services you receive, by:	How this will be measured:
<ul style="list-style-type: none"> <li>• Ensuring that residents are given a wide range of opportunities to influence, and be involved in, the scrutiny of CCHA's performance. This involves residents making recommendations about how CCHA's services can be improved</li> <li>• Facilitating and supporting the Residents' Scrutiny Panel, acting as the resident led group that holds CCHA to account through scrutiny and challenge</li> <li>• The Residents' Scrutiny Panel reporting on its activities, findings, recommendations and the outcomes of scrutiny reviews in the Annual Report and within bi-annual Residents' Voice Report</li> <li>• Actively promoting opportunities for residents to be involved in CCHA's resident engagement opportunities</li> <li>• Sharing where lessons have been learnt from resident feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with the Regulator of Social Housing's Tenant Engagement and Empowerment Standard</li> <li>• Residents' Scrutiny Panel supported to carry out independent exercises. Recommendations made by the Residents' Scrutiny Panel are then tracked to completion</li> <li>• CCHA arranging and supporting Resident Feedback Groups and using feedback from these groups to shape services</li> <li>• Real time residents' satisfaction data gathered, analysed and used to identify service improvement actions</li> <li>• Ad-hoc surveys undertaken with residents, where a change to a service is required, or a new service is proposed. This feedback is then used to shape this service</li> <li>• Residents' Scrutiny Panel exercises are reported to our Audit &amp; Risk Committee, which is a sub-committee of our Board. Any recommendations made by the Residents' Scrutiny Panel are tracked by the Audit &amp; Risk Committee until completion</li> <li>• Engagement opportunities advertised to residents regularly and in a range of ways</li> <li>• Improvement actions implemented, as a result of resident feedback and communicated through the publication of a bi-annual Residents' Voice Report</li> </ul>



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We will provide you with good quality homes – which meet the Government’s Decent Homes Standard, keeping homes well maintained, safe and well managed, by:	How this will be measured:
<ul style="list-style-type: none"> <li>• Meeting the Government’s Decent Homes Standard</li> <li>• Providing you with a safe home, which meets all legislative and regulatory requirements</li> <li>• Providing a cost effective repairs and maintenance service, which is focused on quality</li> <li>• Valuing residents and your homes – taking care when doing repairs, communicating with you before, during and after the works</li> <li>• Monitoring the quality of work undertaken by our contractors</li> <li>• Keeping communal and landscaped areas clean and safe</li> <li>• Working in partnership with local agencies to help improve the communities in which you live</li> <li>• Pro-actively maintaining and improving properties through a Planned Maintenance Programme, and effectively communicating this programme with residents</li> <li>• Considering where we can provide green, energy efficient approaches, consider the environment and support residents to be sustainable</li> </ul>	<ul style="list-style-type: none"> <li>• Percentage of homes meeting the Decent Homes Standard</li> <li>• Customer satisfaction with the safety of their home</li> <li>• Having a robust Safer Buildings Policy in place, and delivering our services in accordance with this</li> <li>• Compliance with the Regulator of Social Housing’s Home Standard</li> <li>• Compliance with the Building Safety Bill</li> <li>• Resident satisfaction with CCHA’s repairs and maintenance service</li> <li>• Robust contract management in place, to hold contractors to account on the quality of the work they undertake</li> <li>• Resident satisfaction with CCHA’s grounds maintenance and communal cleaning services</li> <li>• Compliance with the Regulator of Social Housing’s Neighbourhood and Community Standard</li> <li>• Planned Maintenance Programme in place and communicated to residents</li> <li>• Meeting the Government’s targets in relation to environmental sustainability and the Carbon Net Zero Agenda</li> </ul>



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# When things go wrong

We will provide simple and accessible routes for raising issues and making complaints, and we will work with you to resolve any issues. You will receive timely advice and support if things go wrong, by:	How this will be measured:
<ul style="list-style-type: none"><li>• Being open when things go wrong, apologising and making it right</li><li>• Taking your complaints seriously and working with you to resolve any issues, in line with our Complaints Policy</li><li>• Providing clarity on how we will manage and respond to complaints received and what complainants can do, if they are not happy with the outcome of a complaint</li><li>• Making it easy to raise a complaint</li><li>• Regular information shared with residents regarding the number of compliments and complaints we have received, as well as trends, learning and improvements</li></ul>	<ul style="list-style-type: none"><li>• Delivering learning outcomes from complaints and resident satisfaction, and publishing these within the bi-annual Residents' Voice Report</li><li>• Having a robust Complaints Policy in place, which is aligned to the Housing Ombudsman's Complaint Handling Code, and managing all complaints, in line with this policy</li><li>• Resident satisfaction with complaint handling</li><li>• Publication of CCHA's Complaints Policy and details of how to make a complaint or escalate complaints to the Housing Ombudsman</li><li>• Having a range of ways for residents to make a complaint and regularly promoting how residents can make a complaint</li><li>• Information is shared within the bi-annual Residents' Voice Report and the annual Residents' Report</li></ul>



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