

Repairs and maintenance



Action/Feedback:

We are aiming to improve our repairs and maintenance service by making it work more efficiently for you.

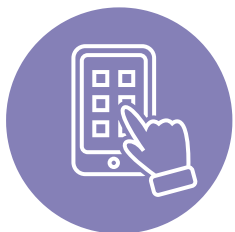
We hope to achieve this in a number of ways including:



Increasing the staff maintenance team with the addition of two full-time maintenance workers and one full-time apprentice.



We have recently introduced a new system for improving our van stocks, which means less time for staff travelling to suppliers and more time spent on completing the actual repair.



We have recently trialled a mobile working App with our maintenance team and plan to roll this out with the whole team over the next few months. This will help to ensure that repairs are managed in a more timely and effective way.

In addition to the above, we are looking into the possibility of creating a mobile phone App for our tenants, so that you can report your repairs more directly to us and keep in touch around completion timescales. We will be consulting with you throughout the year to discuss this further.

Do you feel safe in your home?



Action/Feedback:

Your safety and security is one of our top priorities.

Our fire and building risk assessments for all our property blocks are kept up to date.

Staff perform weekly fire safety checks at our property blocks.

Every six months we fully check all of our properties.

We also record and publish a report in our Here at Horton newsletter to inform tenants of how we are doing. This includes our performance on managing the safety of gas, fire, water (legionella), asbestos, lifts, and damp and mould.

We have recently developed a new policy in order to make sure that any concerns raised in relation to damp and mould are swiftly responded to and resolved.

We will continue to do all of the above, and we will consult further with you throughout the year to ensure your input on matters relating to health and safety.

If you have any concerns about the safety of your home, please let us know so that we can support you and make sure that you and your property are safe.



Do you feel listened to?



Action/Feedback:

One of our key priorities is to make sure that our tenants are involved in the design and delivery of our services.

We are planning activities to take place throughout the year to support you to have your say about what matters to you. Activities include opportunities to share your views directly with our Board members. Even if you do not wish to be involved with group activities, we still want to make sure that it is easy for you to tell us what is on your mind.

You can let us know by talking to any member of staff, including our Together with Tenants Lead, Dale Robinson or contact head office.

We have also arranged for a Together with Tenants consultant to work with our tenants and our staff. This is to ensure that we have effective processes in place so that you can easily share your views, concerns and ideas with us at any time.



Complaints



Action/Feedback:

We welcome complaints and use these to learn from and improve our service delivery.

We have recently completed our Annual Self-Assessment against the Housing Ombudsman's Code, to ensure that we comply with their guidance and good practice. We have also conducted an Annual Review of Complaints received during 2023 to 2024. The annual review identifies trends and common themes and helps us to identify actions we can take to improve our service delivery.

The Self-Assessment and Annual Review of Complaints will be published on our website, along with any actions identified that we need to take forward in order to improve our service delivery.



Your schemes and neighbourhoods



Action/Feedback:

We have recently reviewed our guidance for staff on how we handle cases of Anti-Social Behaviour (ASB).

We are also planning to roll out additional training workshops with our staff over the next few months, to ensure that they are effectively skilled and knowledgeable when dealing with cases of ASB.

We asked you if you think there is anything that we could or should do differently to maintain our communal areas. Comments and suggestions put forward included:

- More regular gardening to keep growth at bay. Clearing off leaves on the grounds.
- For tenants to be more involved in cleaning instead of waiting for the cleaner.
- Always keep bin areas clean and tidy.
- Make people responsible for keeping the laundry room clean.
- Create a zone to keep the prams.
- Add picture frames to make homes more homely.
- Based on my short stay at Horton Housing, I am very satisfied you are doing an excellent job and you don't need to be doing anything better.



Thank you for your feedback. We agree that it would be beneficial for tenants to be more involved in the cleaning of communal areas and gardening of their properties.

Your schemes and neighbourhoods (continued)



Action/Feedback:

This year we are going to pilot the development of a tenants reward scheme. The scheme will provide incentives for tenants to become more involved in their scheme or community. Tenants will be able to build up rewards for positive involvement and at the point of move-on, rewards will be exchanged for items such as a microwave or kettle etc. to help set up their new home.



We will be consulting with people about this as part of our Together with Tenants initiative and we aim to set up a working group to pilot this. **If you would like to be involved in developing this idea, please let us know.**



If you do need areas to store equipment, such as prams or buggies, you should raise this with your scheme manager or at your next scheme tenants meeting. We will also consider services where we can identify a need for storage or shelter and consider whether there is reasonable space to provide this.

We think it's a good idea to add picture frames to make your homes more homely.

We will discuss this further with our scheme managers.



2023/2024

Additional feedback and responses



I don't think there is any other association that can provide better accommodation and services than Horton based on my short stay with them.

My support worker has been exceptional in understanding my needs and limitations. Thank You.

Our response: Thank you, we are pleased that you have had a good experience during your stay with us.

We are going through difficult time as living in temporary accommodation and without visitors makes a big difference to how we feel every day.

Our response: In order to safeguard our tenants, we have visitor's rules in place. These vary between schemes however, they are essential in order to keep people as safe as possible. If you have a special request to see a particular visitor, please speak to your scheme manager to see if this can be facilitated.

We could appreciate having internet access in the property. Children are sitting for final exams in schools. They need to revise on the internet.

Our response: Internet access in our schemes is something that we are considering. There would essentially be a cost to having this, however we are looking into this to see if it would be possible.

Additional feedback and responses (continued)

Let us decorate rooms and make sure every room has the same appliances and kitchen equipment.

Our response: Because all of our accommodation is short-term, we do not permit tenants to decorate. Properties are decorated in neutral colours and tenants are welcome to bring their own items and belongings to add to the furnishings.

We provide all properties with various essential/basic items, however we cannot guarantee that these will be identical for every property. If you are in need of a particular item, or you believe that something is missing from the equipment we provide, please discuss this with your support worker or scheme manager.

Please try and book 24 hours appointment for repair. Staff are calling to have access to the property.

Our response: We aim to be as flexible as possible when attending to complete repairs, and as noted earlier in this report, we are going to look at the possibility of providing a 'Tenants App'. This would help tenants to manage repairs and receive alerts to let them know when property services will be attending.

