

2018 Tenant Charter

Our charter is our local offer to you, this is what we said we would do last year and our progress towards achieving it.

TOPIC	COMMITMENT	STATUS
Neighbourhood and Community	Introduce and promote a community fund for tenants to improve their community.	This has been promoted
	Work with tenants to improve satisfaction with their neighbourhood as a place to live	Listening events, estate visits, targeted tenancy visits have been completed in key areas. Satisfaction has increased by 4.%
Tenancy	Develop a downsizing incentive scheme to free up more family homes.	Completed
	Continue to raise awareness of Universal Credit and promote services available to support tenants in keeping their tenancies.	Completed and on-going
Tenant Involvement and Empowerment	Support the development of the Performance Panel in completing further service reviews.	Two further reviews completed, new members recruited.
	Provide cultural awareness and equality and diversity sessions for staff and tenants	Being planned for Autumn/Winter 2019.
Home	Improve 4 cottages at Mount Dinham and 18 flats at Exwick Road.	We completed 4 flats at Mount Dinham and 10 Flats at Exwick Road.

	Develop 45 new homes, including one disabled adapted flat.	21 properties including two Three bedroom disabled adapted properties. (Reduced number due to development slippage at Exmouth and Topsham)
Value for Money	Improve communications with tenants through a new text messaging system.	Completed with 86% tenant satisfaction and reduction in more costly paper based communications.
	Roll out mobile working to our painting and gardening teams to better understand costs and potential efficiencies.	The roll out has been completed and we are looking at the data this is now providing us.

