

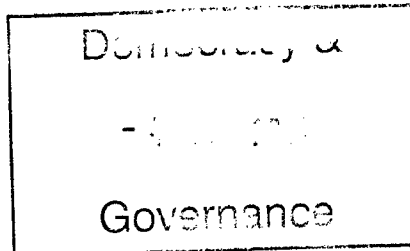
## Appendix 2



Better homes friendlier communities...  
together

30<sup>th</sup> October 2013

Sandra Hancock  
Committee & Scrutiny Officer  
Watford Borough Council  
Town Hall  
Watford  
WD17 3EX



Dear Sandra,

### **Watford Community Housing Trust Task Group**

Thank you for your letter dated 21<sup>st</sup> October 2013 on the above.

It was a pleasure to meet with the Task Group in August and explain the Trust's position.

As requested, please find attached the Trust's initial response to the various recommendations raised.

If you have any questions, please feel free to contact me direct.

I look forward to meeting with the Group in January 2014.

Yours sincerely,

A handwritten signature in cursive script, appearing to read "Tina Barnard".

Tina Barnard  
Chief Executive

Enc

Cc John Swinney, Chair of Trust

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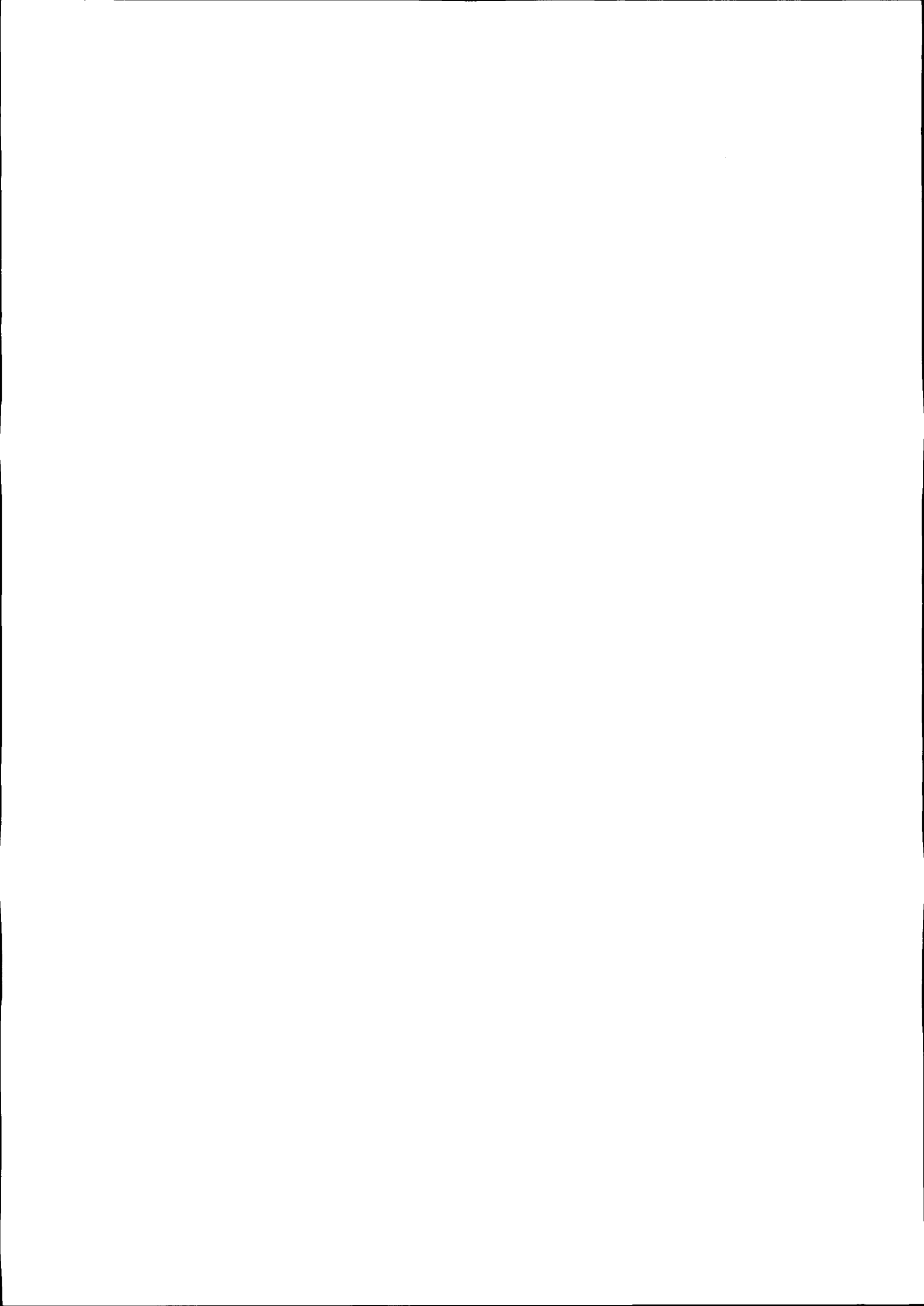
Dx: 51517 Watford 2



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Our members' views shape our actions,  
if you would like to get involved please contact us.



## Initial Response to WBC's Task Group's Recommendation

### Communication

1. **Visit by Staff for New Tenants** – This is currently undertaken by staff. If there have been individual problems, please make us aware of the case(s) and we will investigate.
2. **Availability of Neighbourhood Teams** – This is undertaken on a regular basis via our quarterly newsletter, Gateway News.
3. **User-friendly Handbook** – We are currently in the process of reviewing our handbook and will take on board the comments made by the Task Group.
4. **Clarification of Bills** – As explained at the meeting there is a legal requirement to provide information in a prescribed format. However, we work with our residents in a number of ways to make these more meaningful. We signpost our residents to our staff and also other agencies for assistance if necessary.
5. **Clear Process to query bills** – We encourage customer feedback and any queries are dealt with via this process. Further details are available on request. If there have been individual problems, please make us aware of the case(s) and we will investigate.
6. **Answering the telephone** – As explained at the meeting we are currently reviewing the performance of our Customer Service Centre and this will be picked up as part of this process.
7. **Free phone number** – This is already in place, the number is 0800 218 2247.
8. **Updated Website** – Noted
9. **Website** – The current website was procured with a team made up of staff and tenants. There is no plan to replace the current website.
10. **Staff Training** – As noted in our recent Investors in People Gold accreditation we have a committed and well-trained staff team. We continue to provide training to our staff as necessary.
11. **Vulnerable Tenants** – We have undertaken a significant amount of work on the profile of our tenants and are aware of the support needs of a number of tenants. We tailor our services as necessary.
12. **Dealing with Vulnerable Tenants** – see 10 and 11 above.

### Service Charges

- 13 **Service Charges Review** – Already in place.
- 14 **Itemised Service Charges** – Already in place.

## Repairs

15. **Right First Time** – As explained at the meeting this one of our “Top 5 KPIs” and the direction is positive.
16. **Monitoring of Contractors** – Our new Organisation structure ensures this now takes place.
17. **Satisfaction Survey** – Noted although as we are sure members .are aware it is difficult to get people to complete surveys.
18. **Accountability** – Noted, however the Board and membership have agreed our Business Plan 2012 -2017, which clearly states our 4 corporate objectives.
19. **Top Quartile** – As indicated at the meeting, the Trust is working on its Top 5 KPIs.
20. **500 New Homes** – One of the Trust’s Corporate Objectives is to deliver 500 new homes by 2017.

TB  
29/10/13