



Headlines

Kensington Housing Trust's magazine for residents

Summer 2010

Being customer focused

Setting our local offers to you

Plus...

Repairs Forum, page 2

Our performance, page 4

Become a trustee, page 7

Welcome



to the summer issue of *Headlines*

In this issue, I'm proud to report that our performance continues to be good and is improving for some of our service standards. We're also the best local landlord when it comes to completing routine repairs within target (page 4).

We want to continue working with you, so we can keep improving our services – therefore on page 5 you can find out the different ways to get involved. We also let you know how you can help shape our policies (page 6), become a Community Fund trustee (page 7) and join the anti-social behaviour panel (page 7).

Apologies to those who got their spring issue of *Headlines* late, meaning some of the dates featured had passed. We're working with a new distribution company so this won't happen again.

Best wishes,

Manpreet Dillon
Managing director

You said, we did

You weren't satisfied with how we deal with pests, such as mice and rats.

We're employing a pest control officer directly rather than using a contractor. This means we'll have better control over the work that's carried out and you'll get a more responsive service.

You wanted training on mystery shopping, so you could effectively test our services.

We trained seven residents as mystery shoppers and they carried out their first checks on our out-of-hours repairs service.

You weren't satisfied with the outcome of anti-social behaviour reports you made.

We're setting up an anti-social behaviour panel, which examines the lessons learnt from dealing with anti-social behaviour complaints.



'Good prospects for improvement'

The Audit Commission's second assessment of our services states that we have 'good prospects for improvement'! This is based on our track record of improving services, management of performance and capacity to improve. This is great news for residents as it shows we're continually working to improve our services.

This assessment follows the Short Notice Inspection, where we received a generally positive report on our services and some useful feedback on how we can further improve them. We've been using the recommendations, combined with your feedback, to produce an action plan

We're now working on the action plan and will keep you updated on the progress of it in future issues of *Headlines*, on our website and at residents' meetings.

To download a copy of the action plan or the Audit Commission's inspection report, visit our website at www.chg.org.uk

You can also request copies of these from Nick Whitty, by calling 020 8964 6434 or emailing nicholas.whitty@chg.org.uk



Repairs Foru



Setting our local offers to you

Housing associations have been tasked by our regulator, the Tenant Services Authority (TSA), to set standards with residents that are known as 'local offers'. This means asking you which services are most important to you, how you want to receive those services and how you'd like to be kept informed about them.

This is a great opportunity to work closely with you to determine how we deliver services, and we want to ensure that as many of you as possible get the chance to give us your views and help shape our services.

We'll be coming along to some of the community events we've arranged over the summer, and asking you questions on the services you receive and what else you'd like to receive. Your feedback will then form the local offers we commit to.

We've already started getting your views. We held nine customer focus groups in the areas we manage homes, in May, which were attended by over 250 residents. Thank you to everyone who attended these events as it gave us very useful information. This included the importance of getting repairs, our response to anti-social behaviour, estate services (including cleaning and caretaking right) and your improvement ideas.

We've used this feedback to identify where we need to focus on improving services and we'll keep you informed on how we're doing with those improvements.



Getting your views at customer focus groups

The Group Residents' Federation, made of resident representatives, helped us to shape the way we consult residents by ensuring we focus on areas you're most interested in and making sure we do this in a clear and useful way.

If you want to get involved in helping us shape local offers, contact Ian Cann on 020 8964 6439 or ian.cann@chg.org.uk

Forum update

We recently set up a new Repairs Forum, who regularly meet our maintenance manager to discuss the day-to-day repairs service.

Over the past few months, members of the forum undertook the following:

- Completed mystery shopping training. After the training, forum members then tested the response given by our out-of-office hours emergency service provided by Mears and found it was satisfactory.

Members found that the main issue is not reporting repairs, which they find easy, but what happens when work is done. So in future, members will be carrying out phone surveys where they speak to other residents on their experience once repairs are completed.

- Discussed the planned major improvement works to KHT properties for 2010–2011 with our asset management team.

This includes works to improve homes with new heating, electrical rewiring and new kitchens and bathrooms.

For more details on the Repairs Forum or mystery shopping, contact Nick Whitty on 020 8964 6434 or nicholas.whitty@chg.org.uk

Our performance



We're committed to delivering a high quality service to residents and to help us measure this, we have a set of service standards. Below are just some of the service standards residents told us are important to them, and the table shows how we've performed against them over the last two years.

We also show how we compare against other landlords. This is in response to the Short Notice Inspection, where the Audit Commission recommended we compare our performance with other organisations and show you how well we're doing compared to others.

Responding to you

We've improved how quickly we respond to your calls and letters. Last year we answered 95 per cent of calls within 20 seconds – a 10 per cent improvement from 2008/9. In 2009/10, we replied to 96 per cent of all letters within 10 days. This is an improvement of a whopping 19 per cent since the previous year and 1 per cent above our target for this year.

Repairs

Our performance for completing repairs within target has steadily improved over the last two years.

For routine repairs, we're better than any other local landlord and fourth best landlord in London. We're also the second best local landlord for completing emergency repairs within target and thirteenth best across London. When it comes to urgent repairs, we're the fourth best local landlord and number 22 (out of 40) compared to other landlords in London.

Rent

The amount of rent we collected last year against the amount due has decreased slightly since 2008/9 and our target for this year is 101 per cent. However, we're still the second best local landlord and fifth best landlord across London.

Get involved

We'd like to work with residents to develop more challenging targets and scrutinise our performance against these. So if you're interested in helping us do this, contact Nick Whitty on 020 8964 6434 or nicholas.whitty@chg.org.uk

Service standard	2008/9 performance	Target for 2009/10	2009/10 performance	Target for 2010/11	Comparison with local landlords*	Comparison across London landlords**
Calls answered within 20 seconds	84%	90%	94%	95%	No comparable results available	No comparable results available
Letters replied to within target time of 10 working days	67%	90%	96%	95%	No comparable results available	No comparable results available
Emergency repairs completed within target of 1 day	87.9%	100%	99.2%	99%	2nd out of 6	13th out of 39
Urgent repairs completed within target of 7 days	83.5%	95%	97.1%	95%	4th out of 6	22nd out of 40
Routine repairs completed within target of 31 days	95.6%	98%	98.5%	98%	1st out of 6	4th out of 41
Rent collected against amount due	100.2%	102%	99.9%	101%	2nd out of 5	5th out of 21

* The 'local' landlords we have compared against are Kensington and Chelsea TMO, City West Homes, Hammersmith and Fulham Homes, Brent Housing Partnership, Family Mosaic, Notting Hill Housing Trust, Octavia Housing, Peabody Trust and Womens' Pioneer Housing Association.

** These figures are based on the data available as at 09 June 2010.

How to get involved with KHT

We're committed to exploring a range of ways in which residents can get involved in shaping our services. That's why through our 'menu of choices', you can see the different ways you can take part.

For those residents who wish to get involved on an occasional basis, we have focus groups, estate inspections, surveys, and the annual residents' conference in October.

For residents who want to be involved on a more frequent basis, we hold a number of regular meetings that they can attend as and when they choose. These include: the [Resident Involvement Panel](#), which oversees all our resident involvement activities; the [Repairs Forum](#), which meets our maintenance manager to oversee the repairs service; and the new [anti-social behaviour panel](#), which meets our housing services manager to see how we can better tackle anti-social behaviour.

There are also some more formal committees that residents can take part in if they have more time and commitment. These include: the [Customer Services Committee](#), a formal sub committee of the KHT Board; the [Group Residents' Federation](#), a group representing residents across the Catalyst Housing Group; and the [KHT Community Fund](#), where residents can become a trustee.

Residents have told us they like the use of mystery shopping type techniques to test services and help us make improvements. So we'll be developing a full programme on mystery shopping and offering residents training on this.

For more details on different resident involvement activities we offer, contact Ian Cann on 020 8964 6439 or ian.cann@chg.org.uk Alternatively, visit our website at www.chg.org.uk

Draft Rechargeable Repairs Policy



Sometimes a tenant, their family or their guests may cause damage to a home either deliberately or by accident. As your landlord, we have to repair the damage to protect the health and safety of residents living in the home or nearby. However, we also need to ensure that this cost is not met by other tenants through their rent.

We do this by having a Rechargeable Repairs Policy and Procedure, which set out what repairs we'll carry out if a tenant causes damage and how we'll recover this cost. The policy also explains how we'll deal with emergency repairs caused by tenants or where the tenant is vulnerable and needs support.

We've recently updated this policy, so it also includes how we'll recover the cost of deliberate or accidental damage that we have to repair when a tenant moves out. It's often expensive to collect this money, but you told us that it's important that people are held responsible for any damage they cause.

To ensure our policy matches the approach you want us to take, we want to know what you think of this draft policy. So to have your say or get a copy of the policy, contact Hannah Weight on 020 8832 3467 or hannah.weight@chg.org.uk

Putting your safety first

Feedback from our Short Notice Inspection shows that we have good gas servicing arrangements, but they can be improved. That's why we've been consulting with you over the past few months, through the KHT Repairs Forum and Group Residents' Federation, to devise a new Gas Safety Policy. The policy was approved by our group board in June, and its purpose is to ensure we consistently stick to our gas safety procedures.

As your landlord, we have a legal requirement to carry out annual gas safety checks in all our properties. If we contact you about a gas safety check, please prioritise the appointment. The checks are carried out to ensure your gas appliance is working properly and doesn't pose a risk to your safety.

We'll make every effort to contact you and arrange a convenient time for our contractor to carry out a safety check. If, after repeated attempts, we still can't gain access to your home, we may go to court and apply for an injunction. We may also work with the environmental health department in an attempt to get access to your home.

As a last resort, we may have to apply to the court to re-possess your home if you persistently don't let us do a check. We hope we never have to do that, but we will take action if the safety of our residents or their neighbours is at risk.

Caring for our customers

Making it easy for you to contact us and ensuring your queries are handled properly is vital to delivering a good service. So over the coming months, we'll be looking at how you contact us so we can learn what we need to do better.

This will result in a new Access and Customer Care Strategy, along with an action plan setting out what we'll do. Some of the areas the strategy will cover include our telephone service, service standards resident involvement.

Your views are critical in helping us develop this strategy and we'll be consulting you over the coming months to find out what you think.

If you'd like to get involved, contact Nick Whitty on 020 8964 6434 or nicholas.whitty@chg.org.uk To download a copy of our current strategy, visit our website at www.chg.org.uk

Become a trustee

If you want to help improve the lives of local people, then why not become a Community Fund trustee?

The role of a trustee involves sitting on the board of the fund, assessing reports and considering grant applications. The fund is looking for someone who, in particular, has experience of issues affecting people with disabilities.

All applicants must be residents and show a commitment to the role. This position is voluntary and unpaid although any related expenses will be covered. Trustees meet once every three months, usually on Mondays at 4pm for about two hours.

If you're interested, contact Nick Whitty on 020 8964 6434 or nicholas.whitty@chg.org.uk

For more details on the fund and the projects it supports, visit our website at www.chg.org.uk

Thank you to Kim

Kim Ready recently stepped down as a Community Fund trustee. Other trustees and the KHT team would like to thank Kim for her commitment over the years.

However, we are pleased to say that Kim will continue doing her sterling work with her local residents' association at Princess Alice House.

Anti-social behaviour panel



We're committed to ensuring that you are able to live in your home without fear of nuisance from your neighbours, and recognise that we need to learn how we can further reduce anti-social behaviour (ASB).

So we have set up an anti-social behaviour panel, where residents get the chance to work with our housing managers to see how we tackle ASB complaints and highlight what we can learn from them.

If you'd like to be part of this panel, contact Nick Whitty on 020 8964 6434 or nicholas.whitty@chg.org.uk

Emergency repairs service

If your home needs an emergency repair, you can call us 24 hours a day.

We're available during the week, from 8am to 5pm, on 020 8960 5544. You can also call us during out-of-hours – that's from 5pm to 8am during weekdays and all-day at weekends – on 020 8964 0148. If you call the out-of-hours service, you'll be put through to Mears who run the service for us. They'll then contact an operative if the job needs to be done.

When calling about an emergency repair, please don't make the problem sound worse than it is as there could be someone who needs our help before you. If Mears do come out and we decide the job was not an emergency, we may charge you for the call out. Situations that warrant calling the emergency repairs service include where we have to remove any immediate danger, avoid serious damage to the property, make the property secure or restore heating during cold months.

Become a green champion

We've adopted a new Sustainability Policy to help address the environmental implications of our activities and now we're looking for residents to join our green champions group.

The role involves addressing the environmental impact of your community and implementing greener initiatives in your local area.

If you're interested, contact Glenn Fry on 020 8964 6410 or emailing him at glenn.fry@chg.org.uk You can also download a copy of the policy from our website at www.chg.org.uk



Contact us

If you need any part of this information in large print, Braille, on CD or explained in your own language please contact us the numbers below.

Housing Officers

Deborah Barwo: 020 8964 6427

Lauriel Clement: 020 8964 6430

Funso Ijiti: 020 8964 6420

Charmaine Mullings: 020 8964 6423

Housing Team Managers

Chukwudi Akwani: 020 8964 6428

Alex Bashir: 020 8964 6419

Housing Services Manager

John Grisley: 020 8964 6413

Support Services Officer

Audra Brown: 020 8964 6417

Maintenance manager

Glenn Fry: 020 8964 6410

Resident Involvement Team

Nick Whitty: 020 8964 6434

Ian Cann: 020 8964 6439

Worlington Green Team

Rosemarie Munroe : 020 8964 6448

Farah Ebrahim: 020 8964 6449

Cynthia Courtenay: 020 8964 6447

Yvonne Williams: 020 8964 6415

Abigail Hoskyn: 020 8964 6431

Emailing us

You can email any of our team at firstname.surname@chg.org.uk

تمتلك هذه الوثيقة بالمعلومات اللازمة عن أخبار الإسكان والأحداث والأنباء المحلية. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة منمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

本文档提供关于住房新闻、事件和当地信息方面的信息。如果您需要将这些信息的任何部分以大字印刷形式、盲文形式，或通过 CD、磁带，或以您的本国语言的形式提供给您，请通过以下号码与我们联系。

આ દસ્તાવેજ ઘરના સમાચારો, પ્રસંગો અને સ્થાનિક માહિતી વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઇલ, સીડી ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

यह दस्तावेज आवासीय खबरों, आयोजनों और स्थानीय सूचना के बारे में जानकारी देता है। अगर आप इस जानकारी के किसी भी हिस्से को ब्रेल, सीडी, ऑडियो टेप में चाहते हैं या अपनी भाषा में समझना चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर हमसे सम्पर्क करें।

Este documento proporciona-lhe informações sobre notícias sobre habitação, factos e informação local. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Niniejszy dokument zawiera nowości z rynku mieszkaniowego, informacje o wydarzeniach społecznych oraz doniesienia miejscowe. Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

ਇਹ ਦਸਤਾਵੇਜ਼ ਹਾਊਸਿੰਗ ਖਬਰਾਂ, ਪ੍ਰੋਗਰਾਮਾਂ ਅਤੇ ਸਥਾਨਕ ਸੂਚਨਾ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਓਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Dokumentigan wuxuu ku saabsan yahay warka cusub oo guriyo, dhacdooyin iyo gobol ah. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

یہ دستاویز اقامت کابھوں کی خبریں، واقعات اور مقامی معلومات کے بارے میں جانکاری دیتا ہے۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

Office opening times

Monday to Friday, 9am to 5pm

You can call the customer services team on 020 8960 5544

Maintenance or repairs

You can contact Mears:

8am to 5pm on 020 8960 5544

Emergency out-of-hours

Call Mears after 5pm or all day at weekends on 020 8964 0148



Kensington
Housing Trust

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