

Workington Local Standards Pilot – working in partnership:



Workington Local Standards Pilot

Jan. 2010

In October 2009, the four main registered social housing landlords with properties in the Workington and Seaton area – Derwent & Solway HA, Impact HA, Westfield HA and Home Group - joined forces to work with their residents on a pilot project, after being successfully chosen to take part in a pilot commissioned by the Tenants Services Authority (TSA - the national social housing regulator).



Pictured above are some of the Pilot Group members

The project members are:

D & S –Ray Hingston, Coral Waters, Billy Garner, Henry Barker and Stella Kent (officer)
Impact –Pam Tyrer, Denise Mossop, Anne Goodall, Margaret Hardy and Damien Morris (officer).

Home –Pam Halton, Richard Johnston, Dee Turner, Liz Hughes and Colette Huitson (officer).

Westfield –Joan Minto, Ted Stroud, Susan Carmichael, Carol French and Cath Holyoak (officer).

The project group are looking at deciding and setting local standards that you, the customer, can expect to receive in the service areas of Repairs & Maintenance, Anti-Social Behaviour and Customer Service and Choice.

The aim of the TSA Workington Local Standards Pilot is to ensure that the services offered to existing and future tenants are of a similar standard, reflect local priorities and what is important to the customer, regardless of their landlord.

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To date, the group have met on a number of occasions and have been looking at the current services and performance of each housing association, to compare and contrast what is offered. The next steps are to identify 2 or 3 local standards, which reflect the priorities which are important to customers accessing housing services in the local Workington area.

The Group are keen to publicise the project and get feedback from **you** on what is important in terms of a good service in the three areas being looked at – **Repairs & Maintenance, Anti Social Behaviour and Customer Service & Choice** - in order to ensure views of the local wider customer base are taken into account.



Group members at a recent meeting, investigating current standards

If you would like to get involved and give us your opinion on what you would like to see included, please contact your landlord representative:

D & S HA - Stella Kent 01900 607509 /07867 976 352 email:

Estelle.kent@harvesthousing.org.uk

Impact HA – Damien Morris 01228 63360 / 07766 821 346 email:

damienm@impacthousing.org.uk

Home Group – Colette Huitson 01946 816585 / 07595 651 377 email:

Colette.huitson@homegroup.org.uk

Westfield HA – Cath Holyoak or Graham Howarth 01900 602906

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