



# THE OFFER

March 2011

Impact's "Offer" is about tenants and customers helping shape, influence and monitor the services we and our partners provide.



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## Our Offer to Customers

We are very pleased to present our Offer and Housing Standard to customers. The Offer to Customers is our response to customer comments we have received over the past six months. If you want to know more about the Offer or if you think there are other things we should add, please let us know. You can contact us in any of the following ways:

- By writing to Keith Dobson, 47 Nelson Street Carlisle CA2 5NE.
- By phone to Keith Dobson on 01228 633626 or 03448 736290
- By email to [keithd@impacthousing.org.uk](mailto:keithd@impacthousing.org.uk).
- Or by passing on your comments to your Neighbourhood Co-ordinator or Support Worker.
- You can also come to the Service User Forum (contact Pauline Mitchell for details on 03448 736290)

## The Offer

### About Tenant Involvement

You said:

**“We want to tell Impact what we think are the priorities and we want to see evidence that they have listened and that they are taking action.”**

This is what we will offer:

1. The Service User Forum will meet six times a year. This Forum will be open to all Impact Customers.
2. The Service User Forum will review the following areas of activity:
  - How we set Budgets.
  - Our Local Offer.
  - Performance Indicators.
  - Our Repair Services.
  - Equality and Diversity.
3. If you do not want to be involved with the Service User Forum, we will send out four Newsletters each year. These will contain regular updates on all of the above items and more. In addition, we will send three Reports a year to all customers on how we are performing in key areas. These reports will be available in a range of printed formats and on our website. The reports will also include updates on actions we have taken to specific issues raised. This will be called “You Said . . . We did”.



## About the quality of your accommodation

You said:

**“We are worried about how much it costs us to keep our homes warm.”**

This is what we will offer:

1. We will put energy profiles into our information for applicants for each vacant property we advertise.
2. We will provide energy advice to existing customers in a range of formats including face to face meetings, leaflets, tips on our website and in our newsletters.
3. We will carry out energy efficiency audits of 30 properties each year.
4. We will use the audits to identify inefficient and expensive systems and replace them with something more efficient.
5. We will carry out a home insulation project. This will include those properties that do not have cavity walls and would be classed as hard to treat.
6. Where we can, we will develop renewable energy measures for our properties.
7. Where we can, we will arrange tariff deals with energy companies. We are being cautious about this as we want to make sure that any deal will benefit our customers for a long term period rather than offer short term solutions that end up with people paying more in the long run.
8. Where we can, we will develop renewable energy schemes for the whole community using resources like biomass.



## About the care and support services we provide

You said:

**“We want to have more control over the support we get, we want a say in who provides the support and the type of help we are offered”**

This is what we will offer:

1. We will offer all customers in supported housing the opportunity to design choose and purchase their housing support package.
2. We will start this with a pilot in our men’s supported accommodation in March 2011.
3. All customers will have a basic package of support that will help them to move on to their accommodation of choice. All customers will be given a menu of additional support to choose from. They will also be able to ask for other things like mentoring for employment, specialist advice, activities, work shadowing – whatever they think will help them to live independently and happily.
4. We will give all customers a C.V. which gives details of every support worker so that the customer can choose – if they want to – a support worker with the right skills and interests.
5. Customers will be able to choose how the support is offered, when it is offered and where it is offered.





## About how we work with local communities

You said:

**“We sometimes struggle to make ends meet. We would like some advice and help to deal with the problem of debt.”**

This is what we will offer:

1. We will provide information on the total running costs of a property when we advertise it.
2. We will provide advice and guidance to all new customers on rents, service charges and benefits.
3. We will provide advice support and guidance to vulnerable customers on how to reduce debt. Our own staff might do this or we might ask for help from other specialist agencies.
4. We will provide training and development for vulnerable customers.
5. We can offer furniture packages at low cost from our own furniture stores or we can help customers to contact other agencies.





# Impact Home Standard

'Our Promise to You'

We want all our properties to be of a high standard, safe, secure and maintained in a good condition. To achieve this we are committed to the following home standard.

External:

**Decoration** – external decoration to all painted surfaces should be sound, clean and free from damage or decay.

**Roof** – the roof covering should be sound, wind and waterproof with no sign of leaks or general deterioration. The rainwater gutters and down pipes will be secure and free from any blockages or leaks.

**External Doors** – the front and rear doors and frames must be sound and free from any rot. The doors must be capable of opening and closing quite easily and be reasonably draught proof. They must have a secure locking system incorporating security bolts top and bottom.

**Windows** – all windows should be free from any rot and capable of opening and closing properly, the glazing must not be broken or cracked and security catches be fitted to ground floor opening windows.

**Walls** - the brickwork and render to all external walls will be generally sound and show no evidence of water ingress.

**Gardens, Yards and Stores** –

Gardens should be neat and tidy and free from rubbish and weeds.

Boundary walls and fences will be safe, sound and secure.

Yard surfaces / footpaths will be in reasonable condition with no tripping hazards.

External stores (inc bin / meter cupboards) will be in a sound and clean condition with doors fully operational.



Internal:

**Walls and ceilings** – all walls will be free from any evidence of damp and there will be no large cracks or loose plaster. Ceilings should have no major cracks or polystyrene tiles fitted.

**Floors** – all floors will be free from damp and in a suitable condition to lay a covering over.

**Internal doors** – all doors will open and close properly with handles and latches working effectively. Where internal doors are glazed they must have safety glass fitted.

**Loft Area** – should be free from any debris and have loft insulation fitted.

**Electrical Installation** – will be safe and have modern wiring, sockets, switches and consumer unit. Living rooms and bedrooms will have a minimum of 2 double sockets fitted and kitchens will have 3 double sockets. Any extractor fans, smoke alarms, door entry systems and burglar alarms must be fully operational.

**Heating Installation** – there will be an adequate system for providing heating and hot water and advice on operating the heating controls will be provided. Where the heating is fuelled by gas, an up to date safety certificate will be issued. An indication of typical heating costs for a range of property types is attached to this leaflet.

**Water** – all plumbing will have modern pipe work and be free from leaks or blockages, the main stop tap should be located in an accessible position.

**Kitchen** – all kitchen units, worktops and sinks will be clean, free from serious chipping or deep scratches and in good working order. The number of kitchen units provided will reflect the type and size of the property. Wall tiles will be provided above all worktops and there will be space for a cooker, fridge and washing machine.

**Bathroom** – the bath, wash hand basin and WC will be clean, serviceable and in good working order. There will be a tiled splash back above the bath and basin in a sound and waterproof condition. Any shower units will be in good working order and all taps to be free from drips and easy to operate.

**Decoration** – internal decoration is the responsibility of the tenant which includes filling small holes and cracks with decorator's filler.



## General Information:

**Monitoring the standard** – if you feel your house does not meet the required standard please bring it to the attention of your Neighbourhood Co-ordinator who will discuss any problems with you.

**Adaptations** – if you suffer from a physical disability or chronic illness we may be able to assist you through our adaptation schemes. This could include installing level access showers, grab rails, stairlifts and external ramps. Your Neighbourhood Co-ordinator can give you more information on this.

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