



THE OFFER

4th Edition August 2010



NEWSLETTER



We will provide the best Aids and Adaptations Service.

We will achieve this by:

Setting targets from the time of the initial needs assessment. Small and minor works should take between 2-4 weeks to complete. Works recommended by the occupational therapist may take up to 15 weeks dependent on individual circumstances and adaption.

We will provide clear guidance on how we carry out assessments.

We will provide accurate and accessible information promoting and publicising our service.

We will provide a single point of contact, a named person who will be there to manage the service and keep customers informed of progress. (Q is the named person a co ordinator for Aids / Adaption's or a member of the NHS team at point of contact?)

If we need to prioritise works across the service, due to financial or other constraints, we will explain this. If we refuse to carry out specific requests, we will explain how and why we have done this.

We will set out clear ways for customers to appeal against our decisions.



OFFER TASK GROUP MEETING

THURSDAY 16th of Sept

VENUE Nelson St CARLISLE

START TIME 1pm for lunch

PICK UP TIMES FROM WEST CUMBRIA BY DAMIEN

Mick & Linda 11.30m From their house

Joan & Pam From Pam's House 11.40am

Arrive Carlisle for Lunch 1pm



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We will provide advice, guidance, assistance and support to ensure that our properties are energy efficient and economic to heat.

We will do this by:

We will provide help and advice to customers in a number of formats to prevent fuel poverty and to take advantage of a competitive supply market .

We will carry out regular audits of our properties to identify the least energy efficient properties and we will take action to remedy that.

We will carry out improvements **to all** of our properties to make them more energy efficient.

We will develop effective partnerships with energy supplier and advise agencies to reduce fuel poverty and promote affordable warmth.

We will use customer profiles to identify additional energy advice and support needs.

We will report to customers on what we are doing and how we are performing.

At the Service Users Forum Offer Task Group meeting in August the following 3 Offers were discussed & redrafted by members.

We will provide the best Aids and Adaptations Service.

We will provide advice, guidance, assistance and support to ensure that our properties are energy efficient and economic to heat.

We will allocate our properties in a fair, and transparent way.

Members had some input from Gillian Hunter on the Aids & Adaption's system regarding queries they had on the procedures used.

For the September meeting in Carlisle it is hoped that the last few Offers can be finalised & the Planned Maintenance Offer drafted. A further performance & target setting session will also be required before a 2nd draft can be produced for wider tenant and customer consultation.



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We will allocate our properties in a fair, and transparent way.

We will do this by:

We will provide clear information to all home seekers about properties available.

We will use a range of ways to advertise properties. (E.g. website, local press, notice boards)

We will give unsuccessful home seekers information about why they were unsuccessful in order to help them make future choices.

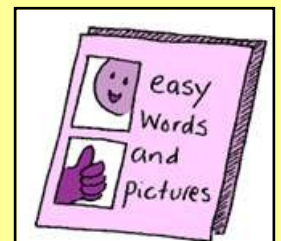
We will aim to have properties ready within these timescales (**Need list**)

We will provide support to vulnerable home seekers.

We will provide clear information on properties in a range of formats.

We will use profile information to improve our service.

We will provide regular reports on our performance.



Impact's Service Users Forum Offer Task Group

For Further Info or a copy of the 1st Draft Impact Housing Association Offer Document CONTACT Damien Morris Tel 01228 633630

Damienm@impacthousing.org.uk

It is also available in different formats if required.