



Ocean Inspection May 2008

Ocean is to be the subject of a week long study by the Audit Commission, an independent watchdog, between the dates of 12 – 16 May 2008



The Audit Commission work in partnership with Housing Associations, their objective being to carry out a service inspection of Ocean, to recognise good service and promote excellence. They will also look for weaknesses with a view to helping us improve services for our residents.

Three key areas will be looked at by the inspectors, these are:

Asset Management (how we invest money in your home)

Income Management (rent collection, etc)

Tenancy and Estate Management (how we deal with residents and their homes)

A team of three will carry out the inspection, including a tenant inspector, who no doubt will look very closely at the range and quality of services we provide. Following the inspection a report will be produced and published, sometime in August. We will publish the results in our summer edition of Street Talk.

At Ocean we see the inspection as a health check on how we are doing, and an opportunity to continue to improve value for money and services to residents.

If you require any additional information on the Audit Commission Inspection, please contact Mike Elliott, Head of Resident Involvement on 01726 874450.

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