

Have your say

Residents are at the heart of everything we do and you now have the chance to help shape the services you want in the future. Have your say now and you could win £150 of gift vouchers



Ocean is ten years old and in the last decade we have always looked at new ways of improving your homes and the services we offer you.

Residents are at the heart of everything we do and you now have the chance to help shape the services you want in the future. After all, as residents you are best placed to tell us what we're doing well and where we need to improve. To make it easier for you to judge and comment on our services, we are developing Service Standards. These will clearly set out the quality of service you can expect, the improvements we are planning and how you will be able to judge our performance.

Have your say!

We would like to thank the residents who have worked with us to draft the Service Standards. For those of you who have not yet been involved, this is your opportunity to make your views known.

We welcome any comments you have about the standards. Do you think there are any gaps? Is there an issue in your local area that needs to be looked at further? Are you happy with the way we propose to publish our results? Do you want more or different opportunities to put your views forward?

Please read about the standards by following the links below, and fill in the feedback form by 6 August. All completed forms will be entered into a prize draw for £150 of gift vouchers.

Related Links

- [Feedback Form](#)

- [The Government and Viability Standard.pdf \(589kb\)](#)

Ensuring that we provide you with value for money, that our governance arrangements are sound, and that we are a viable organisation

- [The Value for Money Standard.pdf \(207kb\)](#)

Ensuring that we provide you with value for money, that our governance arrangements are sound, and that we are a viable organisation

- [The Home Standard.pdf \(89kb\)](#)

This standard is about the quality of your homes and repairs and maintenance

- [The Development Standard.pdf \(438kb\)](#)

This standard is about the quality of our new housing developments

- [The Tenancy Standard.pdf \(273kb\)](#)

This standard is about the way we let our homes, the rent we charge and the types of tenancy we offer

- [The Resident Involvement and Empowerment Standard.pdf \(274kb\)](#)

This standard ensures that you, our residents, are at the heart of everything we do, working with us to shape our services and monitor our work. It is also our promise to you, to provide excellent customer service and act on your feedback

- [The Neighbourhood and Community Standard.pdf \(230kb\)](#)

This standard ensures that the areas you share with your neighbours are clean safe and well maintained. This includes play and recreational areas, car parks, communal areas inside blocks of flats, shared gardens and grassed areas