

The Resident Involvement and Empowerment Standard

This standard ensures 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 to act on your feedback.

Involvement and Empowerment

We will provide you with effective ways to shape and assess our services by:

- building on the success of the Tenant and Resident Panel. It will have a key role in how Ocean is run, working more closely with the Ocean Board, monitoring our services and raising resident issues and concerns
- encouraging more resident associations and ensuring that we act on their ideas and issues
- keeping residents involved in the Editorial Panel that oversees our publications, the Scrutiny Panel that reviews the quality of our services, Focus Groups that address resident concerns and the Tenants and Residents Conference, an annual event celebrating your work in the previous year and planning for the future
- providing you with updates about our performance and how we have acted on your feedback and comments through regular articles in Street Talk
- working with the Tenants and Residents Panel to provide ways for you to compare our services with similar organisations

Customer Feedback

We will:

- encourage your feedback and share this with other residents
- use your feedback to improve our services
- deal with complaints and other feedback promptly, politely and fairly

You already give us your views through satisfaction questionnaires and resident involvement activities. You've told us that we must keep you better informed about how we are responding to your issues and comments and we are working with you to find the best ways of doing this.

We have a clear complaints policy but we want to be more open with residents about the type of complaints we receive and how we have learnt from them.

Customer Service

You have told us that customer service is very important to you. We are working to ensure:

- you receive services on time
- we treat you fairly and with respect
- we understand your needs and use this information to provide high quality services
- we treat you equally and without discrimination
- we offer choice wherever possible
- information about our services is accessible to all

You can expect us to:

- acknowledge letters, faxes and emails within 2 working days in plain English
- deal with letters, faxes and emails within 10 working days in plain English
- answer at least 85% of phone calls within 30 seconds
- make appointments and keep them
- acknowledge all complaints within 3 days and resolve them within the timescales detailed in our complaints policy





Monitoring our performance

We will:

- publicise opportunities for you to get involved and provide feedback from key events
- provide regular information about complaints to the Tenants and Residents Panel
- publish the results of surveys and consultations, details of the complaints we have received and what we have learnt from them

Actions

We will:

- work with the Tenants and Residents Panel to ensure that it can assess our services and has the power to make changes (June 2011)
- increase the number of local resident associations (June 2011)
- review the ways we communicate with our customers (November 2010)
- improve the way we measure and report our response times to customer enquiries (July 2011)
- report our performance in Street Talk including a regular 'You Said, We Did' article (Winter 2010)

