

Anti-social behaviour how are we doing?

In the first 5 months of the year we received 101 reports of incidents of anti social behaviour. Over a third of these (34 out of 101) were because of noise in one form or another. 69 cases have now been closed and 32 remain open.

When a case is closed, we ask all those tenants who have reported anti social behaviour to us to tell us how they found the process and what we can do to improve this in the future.

Unfortunately, we tend to have very few satisfaction slips returned....only 29 replies out of 247 satisfaction slips sent out in the last 12 months.

Of those **29** replies:

22 customers were happy with the **ease of being able to report** anti social behaviour;



19 customers were happy with the **advice they were given** at the start of the process; **11** customers were happy with the **information they had** while the anti social behaviour was being dealt with, and **22** customers were happy with the **support they received** during the process.

Even though the number of replies were small, it is clear from this information and from some of the comments made, that customers do not feel that they are being kept informed and do not feel supported once their anti social behaviour case has been reported even though they were happy with the initial information they received.

We are responding to the voiced concerns, for example, officers are now expected to contact customers regularly to let them know what is happening with their case. offering help and advice during the process.



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How well do we

Perform?

Summer 2007

The Big Ask

What do you want to know?

We recently met with the Executive Committee of voice4tenants and asked their views on what information they felt our tenants might want to know about. We also wanted to know about how that information could be presented to make it clear to as many readers as possible.

The Committee gave us their opinion based on information gathered at their Local Area Forums and we have taken those views on board - you should notice that the information you see in this edition looks different.

Is there anything else you want to know?

If you require any further information or have a view on what you'd like to see in LinkUp then please let us know.

Jan Waters puts together the information in this section. You can contact her on 0800 2940195 or by email at

tellmemore@uwha.co.uk

We'll try to make sure that we respond to your requests and future editions of LinkUp include the information you would like to see.



Repairs Service – what you are telling us

Between February and June 2007 6,480 repairs were carried out by our contractors. 842 tenants returned a satisfaction questionnaire to let us know what they thought of the repairs service.

Quality of Work

- **812** (97.01%) of you were satisfied with the quality of work
- **805** (96.18%) were satisfied with the service given by the contractor
- **822** (98.21%) were satisfied with the service given by Association staff
- **813** (97.13%) were satisfied with the overall service.



Those that were not satisfied with the service were primarily concerned with:



- Contractors not phoning to arrange a time for the work to be carried out
- The contractor not keeping to an arranged time to complete work and not contacting you to re-arrange the work.
- Work not being completed by the contractor

We meet regularly with our contractors to discuss service improvements and the issues you bring to our attention. Please continue to complete the satisfaction questionnaires as they are very useful to us and you could win a cash prize!.

Letting our homes – what new tenants think of us

Between January and May 2007 we let 122 properties and 25 of those tenants returned a satisfaction questionnaire to let us know what they thought of the letting process and their new home.

Of these 25 replies:

- **25** new tenants were happy with the information provided at the viewing stage.
- **18** new tenants were happy with the information received about repairs – 7 were not happy.
- **25** new tenants were happy with way their tenancies were explained to them and with how to pay their rent.



The tenants who were not happy with the repairs information they were given have been contacted and asked what they would have liked so that we can improve the information available.

We also asked new tenants about the standard of their new home:

- **21** of the 25 tenants were happy with the standard of internal redecoration but **5** tenants told us they did not receive window lock keys and **3** were not happy with the cleanliness of the property.

The cleanliness of newly let properties has been raised with our maintenance contractors, Quadron Services, and will continue to be monitored. New supplies of window lock keys have been obtained and will be made available to all new tenants at the lettings stage.





...helping to make your voice heard

The last quarter has seen voice4tenants planning for the 2007 Annual General Meeting and the information day alongside it. For the first time this year, voice4tenants has worked with United Welsh to run an event combined with the AGMs of both v4t and United Welsh.

It is widely recognised that the AGM of v4t and its predecessor, the Tenants' Consultative Forum, has proven difficult to attract tenants to. Roger Dafydd, current Chair of the Executive Committee of v4t thinks this is a missed opportunity.

"The entire purpose of voice4tenants is to ensure that tenant opinion is well heard within the decision making process at United Welsh. It can be difficult to claim a valid mandate for the Executive Committee to carry out that function without good numbers of v4t members attending the



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Roger Dafydd,
Chair of the Executive Committee

AGM. United Welsh tenants should all remember that their tenancy gives automatic membership of voice4tenants and as such are eligible to vote at the AGM.”

“As the AGM is the forum at which the Executive Committee is elected, this effectively means that the AGM is an opportunity for v4t members to have a say in who represents them at United Welsh as well as other forums where we are invited to voice the opinion of United Welsh tenants as a body.”

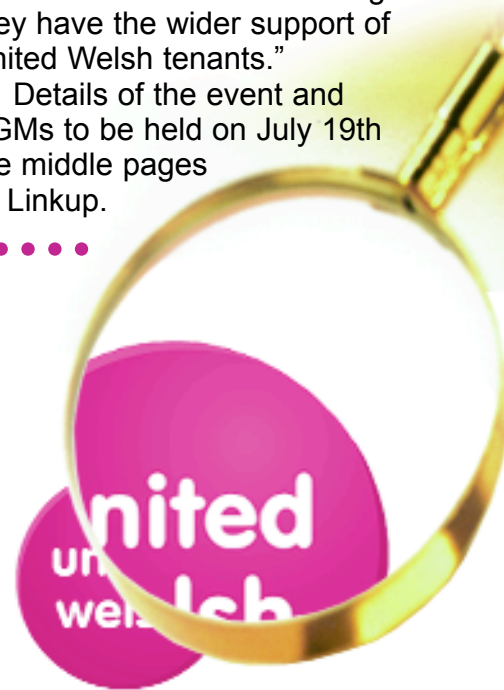
“We fully understand that it is a challenge for some people to give the sort of commitment required to become active within v4t, but attendance at the AGM is a relatively minimal commitment and could help greatly in giving those who can commit to the organisation the confidence to move forward in the knowledge they have the wider support of United Welsh tenants.”

Details of the event and AGMs to be held on July 19th can be found in the middle pages of the main part of Linkup.

The Tenant Inspector Service has been inaugurated at United Welsh. Currently run by a small but dedicated team, they are presently planning their first audit and undergoing training for their future activities.

The Tenant Inspector Service will be an independent body of United Welsh tenants supported by United Welsh who will be examining United Welsh processes to ensure that they work efficiently and in the best interests of tenants.

The Tenant Inspectors are still looking to expand their numbers and it isn't too late to join them and catch up with the training. Please contact David Williams on 029 20 858166 for more information or to register an interest and he'll pass your details to the Service for them to contact you direct.



It's not too late to join the Tenant Inspector Service