

# TSA Standards

## Always read the small print!

This summary report sets out how Soha is meeting the six standards set by the Tenant Services Authority.

Residents have given more detail about each service area throughout the Annual Report and there is a full report available on [www.soha.co.uk](http://www.soha.co.uk). If you'd like a hard copy of this, please let us know.

A group of tenants have checked Soha's compliance and asked for evidence to back up Soha's statements. The Tenants' Forum, as well as the Board has agreed that Soha is compliant with the TSA standards.

This year, we've focused especially on Customer Services and Value for Money.

## We're meeting the standards!

The Tenant Services Authority (TSA) is the regulator for social housing. It has six standards which we must meet:

1. Tenant Involvement and empowerment
2. Home
3. Tenancy
4. Neighbourhood and community
5. Value for Money
6. Governance and financial viability.

## 1 Tenant involvement and empowerment standard

(see page 20-21)

### The TSA expects Soha to

- Provide good customer services
- Communicate well
- Offer choice
- Have a good complaints procedure

### Soha is compliant with the standard

#### Headlines

- We are really proud that Soha tenants are one of ten Co-Regulation Champions nationally.
- Soha has profiling information on more than 96% of tenants and uses this to keep improving services.

## A portrait of Customer Services:

We recently received the Government Customer Service Excellence accreditation following an independent evaluation of our services. Our approach to customer services also put us into the final of the Institute of Customer Service awards and the Housing Heroes awards.

We provide a range of ways for tenants to contact us. Most people get in touch by phone (using freephone or local phone number). Our Customer Service Advisers are the first point of contact for around 7,000 enquiries per month, most of which they resolve straight away.

It's important to provide good quality information and we're pleased that 72% of tenants think Hometalk magazine is good or excellent. Our website, letters and text messages are some of the other ways we keep in touch with tenants.

### Coming soon:

- Focus on Complaints – in your next issue of Hometalk.
- We'll review the choices we offer tenants across our services.
- From October 2011, our call centre will open on Saturday mornings.

## Understanding and responding to the diverse needs of tenants

We have collected information on more than 96% of tenants and are using this to keep improving services, for example by checking services are delivered fairly, by using personal information to improve a service (e.g. contractors get a note if they need to knock loudly or wait for longer when going to do a repair) and by targeting services, like a Winter Warmth campaign we did for older residents.

## 2 Home standard (see page 18-19)

### The TSA expects Soha to

- Meet the Government's Decent Homes Standard and set a higher standard with tenants
- Have a high performing responsive and planned maintenance service

### Soha is compliant with the standard

#### Headlines

- Top notch gas servicing! 100% of properties that need them have had current gas safety certificates for 2010-11 and satisfaction with gas servicing is 93%.
- Tenant satisfaction with repairs and maintenance is in the top 25% in the country.

## 3 Tenancy standard (see page 10-11)

### The TSA expects Soha to

- Have a fair way of letting homes
- Work in partnership with local authorities
- Set rent in line with a Government formula
- Offer a secure form of tenancy

### Soha is compliant with the standard

#### Headlines

- In 2010-11, 94% of new tenants were satisfied with the support and help they received from Soha.
- Soha's Tenancy Support Officer has helped 32 vulnerable tenants to maintain their tenancy.

## 4 Neighbourhood and community standard (see page 7)

### The TSA expects Soha to

- Have good neighbourhood management and work in partnership with residents to set and meet priorities
- Work with local partners and help them in their work
- Tackle Anti-Social Behaviour

### Soha is compliant with the standard

#### Headlines

- Soha's Safer, Cleaner, Greener campaign is being rolled out across neighbourhoods.
- Satisfaction with the neighbourhood is high at 91%.
- Soha works with local partners, including the police, schools and the voluntary sector.
- Tenant Inspectors said that Soha's partnership work to tackle ASB was 'outstanding'.

### Coming soon:

- We will sign up to the new Respect Standard to help tackle ASB

## 5 Value for Money standard

(see page 26)

### The TSA expects Soha to

- Provide cost-effective and efficient services to tenants
- Tell tenants how Value for Money (VfM) has been achieved and future plans

### Soha is compliant with the standard

## 6 Governance and financial viability standard (see page 22-25)

### The TSA expects Soha to

- Have strong Governance arrangements in place
- Manage its resources to remain financially viable

### Soha is compliant with the standard

The Tenant Services Authority said in 2010 that Soha is meeting this standard.

#### Headlines

- Soha has a strong Board of 12 members selected for their skills and experience, including 4 tenants.
- Soha's 30 year Business Plan which is up-dated and approved every year.

