

Shian Housing Association Ltd's response to the implementation of the 7 commitments outlined in the Charter for Social Housing Residents.

7 Commitments	Shian HA's response
<p>1. To be safe in your home</p>	<p>We have an ongoing roll-on programme in carrying the following H&S inspections:</p> <ul style="list-style-type: none"> ● Annual Gas Safety Checks ● Periodic Electrical Safety Check ● Fire Safety Risk Assessments ● Fire Panel inspections ● Smoke Alarm inspections ● CO monitor and Heat Detector inspections and installation where needed ● Water Hygiene and Legionella Risk Assessments ● Lifts inspections
<p>2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money.</p>	<p>We review our Key Performance Indicators (KPIs) data with our Scrutiny Panel members and regularly publicise the KPIs data on our newsletters, Annual Report and on our website.</p>
<p>3. To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman.</p>	<p>We handle complaints in line with our Complaints Procedure and Housing Ombudsman's Complaint Handling Code.</p> <p>The complaints KPI are discussed in Board meetings as well as with the Scrutiny Panel members.</p> <p>Complaints reports and feedback are reported to residents via newsletter and the annual report.</p>
<p>4. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.</p>	<p>We carry out independent Customer Satisfaction Survey as well as In-house satisfaction surveys for both Repairs service and Customer Contact.</p> <p>Feedback from these satisfactions' surveys are reviewed by the Senior Management Team and we improve service where needed.</p> <p>Customer Satisfaction Survey feedback are reported to the Board of Management, Scrutiny</p>

	Panel members, to all residents via newsletters and on the annual report.
5. To have your voice heard by your landlord.	<p>We capture residents feedback via the independent satisfaction surveys, In-house surveys.</p> <p>In addition, where Major Works i.e. Bathroom & Kitchen replacement, windows and doors replacement carried out we seek residents feedback in improving our service.</p>
6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.	<p>We invest in our homes to over £1m a year. We recently completed Kitchen and Bathroom replacement programme.</p> <p>We have a roll-on programme for the upgrade of the Electrical Consumer units, windows and door replacements.</p> <p>Furthermore, in line with the Best Practice, we have an ongoing programme for the 5 years electrical safety inspection for our properties.</p>
7. The government will ensure social housing can support people to take their first step to ownership.	We have Intermediate Rented housing scheme and Shared ownership units.