







SW9 – Better On Your Doorstep!

The 2023 SW9 Community Housing Service Improvement Plan

| Area Of Service | Getting The Basics Right  | High Performing Repairs Service  | Creating An Exemplar Estate  | Getting Your Accounts Right  | A Dynamic And Reflective Complaints Service  | Putting The Resident At The Centre of SW9  |
|-----------------|---|--|---|--|---|---|
| Resident Impact | Provide an excellent housing service, meeting contractual and legal responsibilities Quicker and smoother transactions, more efficient diagnosis of problems, and residents not having duplicate conversations | Residents will see a higher quality and timely works completed by repairs contractors, with significantly reduced incidences of repairs having to be chased by residents | A cleaner and greener estate with residents' choices at the heart of decision making, and addressing communal repairs more quickly | Improved communication with residents, making sure they understand their rent situation and any support available | Residents will see improved response times to complaints raised, with each complaint being taken as an opportunity to learn and improve service delivery | A motivated, knowledgeable, and empowered colleague cohort will deliver a better service to our residents |
| Action | <ul style="list-style-type: none"> Training for all frontline staff on repairs systems, housing policies and procedures, and SW9 responsibility as landlords and managing agents for Network Homes Set up compliance and governance reviews particularly around housing provision | <ul style="list-style-type: none"> Invest in online portal to allow tracking of repairs Implement and maintain repairs aftercare process for residents Raise regular reports on outstanding repairs Improve the contract management of repairs contractor, ensuring they are held to account Ensure contract management meetings are minuted and published Ensure contractor is providing regular compliance information, such as H&S data Once new phone system is in place, review call back data to ensure contact meets | <ul style="list-style-type: none"> Provide regular updates on Parkguard activities Welcome new grounds maintenance and window cleaning contractors Start regular estate contract management meetings which are minuted and published Ensure estate officers and cleaners are supplied with the correct and sufficient equipment and materials to conduct their job effectively Ensure correct use of systems, including use of iPads and associated applications | <ul style="list-style-type: none"> Ensure effective communication, including SLAs in line with the Customer Promise Partnership working to help support wellbeing of residents providing holistic advice | <ul style="list-style-type: none"> All staff receive training on complaints targets Ensure all timescales within the Complaints Policy and associated KPIs align with the Ombudsman's Complaints Code | <ul style="list-style-type: none"> Ensure that all customer actions are delivered with empathy and warmth with regular updates Ensure the SW9 Customer Promise is embraced and celebrated in our day-to-day work Implement our responsive new telephone system, Seek accreditation with TPAS Implement visitor and staff management system |