

Our vision, priorities and new commitments to residents



1. Priorities for EKH

Places People Want to Live

Provide good quality homes and estates

- Ensure a reliable repairs service
- Maintain clean, well looked-after estates
- Develop and deliver investment plans to ensure residents' homes have modern energy efficient facilities and are cost effective to run, based on a good understanding of stock condition
- Be strong on health and safety

Create consistent and targeted customer contact

- Develop a better insight in to the characteristics and needs of residents
- Provide consistent and effective customer contact
- Offer a range of access methods through improved use of technology, especially for self-service

Working In Partnership with the Councils

Build and maintain the confidence of the Councils

- Deliver and demonstrate value for money
- Make clear promises and keep them
- Plan for the retendering of the repairs service in 2020
- Review, define and agree 'core services'
- Deliver high levels of performance with agreed funding

Develop a more strategically focused relationship with the Councils

- Understand, support and influence the Councils' strategic aspirations
- Improve procurement processes to maximise efficiency and value for money
- Be the Councils' partner of choice for housing, and develop tailored additional services when required
- Anticipate the Councils' future priorities and be ready to deliver them through effective long-term planning

Valuing and Enabling Staff

Build a leadership model that staff will have trust and confidence in

- Develop our managers as leaders to inspire, support and empower their teams
- Invest in staff to ensure they have the skills and resources to do their jobs
- Implement robust, consistent and clear processes to manage and support all staff

Be a place where people want to work

- Create a culture where staff feel valued and recognised for what they do
- Support staff in making the most of their career opportunities
- Promote the well-being of staff, helping them to maintain a good work life balance and deal effectively with work pressures.

2. Overarching vision for East Kent Housing

“Trusted by our residents, the Councils and our staff to deliver a great and reliable service”

3. Key themes for 2016/17 Delivery Plan

Based on the priorities proposed by residents, and consultation with officers in the councils it is proposed that the key themes for the 2016/17 Delivery Plan are:

- Single system- completing the implementation and planning for changes in service delivery post implementation
- Universal Credit – Ensuring that the implementation process causes minimum disruption to residents and performance
- Improving repairs – responding to the concerns identified by residents in the Tenants Survey, preparing for re-tender of contracts in 2020, improving options to make resident’s homes more energy efficient
- Improving estate conditions – responding to the aspirations of residents and staff to have better maintained estates
- Improving Customer Satisfaction – making customer service a real driver of our business

4. Commitments to Residents –*subject to council approval*

We will make it easier for residents to contact us.

- We will have one telephone number staffed with people trained to deal with enquiries without the need to be passed on to someone else
- We will create opportunities for residents to request and use services on-line
- We will make appointments when visiting residents’ homes and will remind them by text of the date & time of the appointment

We will continue to improve the appearance of our estates

- We will look to improve the way in which we manage the storage and disposal of household waste
- We will improve the way in which we respond to fly tipping and dumped rubbish on estates
- We will monitor the performance of contractors more effectively to ensure that estates look better, with effective grass cutting and weeding of communal areas

We will work with contractors to continue to improve the repairs service

- We will improve ways for residents to report workmanship that they are not happy with
- We will seek to improve the way we record and monitor satisfaction with the repairs service
- We will work with contractors to record, monitor and increase the level of jobs done “right first time” and in one visit
- We will make it clear what standards residents can expect from our repair service

We will continue to invest in improving residents’ homes

- We share with residents our long term plans to upgrade the facilities and amenities in their homes and give as much notice as possible when improvement works are due in their homes
- We will review how we can improve the security of the homes of residents living in flats and if car parking can be improved on estates and explore with the councils options potential funding of these improvements