

# What has been achieved through tenant scrutiny

Jennifer Holmes- ARCH Tenants Group- West Lancs Council  
Carole Halfacre- HouseMark



- \* Examples of positive impact from scrutiny conferences
- \* Discuss what you have achieved individually
- \* For your organisations
  - ..as a result of scrutiny

# Examples of positive impact

## Raising standards

Scrutiny is about raising standards. Many organisations in this short survey say they have changed policies and adopted new ways of working but have not yet assessed the impact of this, although 73% said they had evidence that scrutiny had made a difference.

Examples of the positive impact scrutiny has had included

- better systems for booking repairs
- improved cleaning for communal areas
- better communication
- improved customer satisfaction with the way complaints are handled
- proven increase in repairs done right first time
- closer working relationship between contractors and residents
- better information to new tenants
- revised local performance indicators to become more tenant focussed
- improved staff/tenant partnership working
- system of business planning more accountable to tenants
- raised profile of resident involvement which is seen a key to improving services
- changes to the way satisfaction data is recorded to make it more tenant focussed
- better links developed with partners around ASB work
- tenant involvement now at a more strategic level within the organisation
- improved way ASB cases are dealt including additional staff to manage tenants aspirations
- value for money savings

# What have you achieved from tenant scrutiny?

- \* personally
- \* for your organisations
- \* the wider community

Let's discuss your examples