

MAINTENANCE	Service User Consultation & Participation (Property Services) Policy
Providence Row Housing Association	VERSION: 1

Property **Services** User Consultation & Participation Policy



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1. Customer Care Standard

'All our properties will be clean and kept in good condition'. – PRHA Customer Care Standard number 3.

2. Introduction

Providence Row Housing Association is committed to increasing participation and life choices through all its work for people who use the services and by people in local communities, as well as its accountability to both these groups. PRHA sees commitment to User Participation from the board to the front line staff member as key in delivering User Consultation, Participation and Involvement Services.

This commitment is underpinned by PRHA's Business Plan and core values. PRHA will always recognize it is in a position of 'Power' by virtue of being the landlord and/or support provider to its service users and will keep this issue in mind through all of its activities in order to facilitate User Participation.

This policy provides the consultation, involvement and participation framework in which we will offer our Licensees, Tenants and prospective applicants in the running of PRHA's Property Services Department. We see this involvement as a key cornerstone within our overall Participation and Sky's the Limit programme. This is due to the nature of this service and the importance of providing high quality, transparent property services to our licensees and tenants. Good quality, well maintained housing is a basic provision and one we at all times endeavour to provide.

3. Purpose of Property Services User Consultation & Participation Policy

The purpose of this policy is to set out how we involve our licensees and tenants in the provision of our property and repairs department and services. This Policy has

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three main sections which are covered in this policy and in detail within the respective accompanying procedures.

- **Information:** commitment to high quality information on the service, meetings, planned works. Information on performance, checks and certificates.
- **Feedback:** commitment to asking regularly for views on quality of service.
- **Consultation & Participation in running of department:** Consultation mechanisms and opportunities to be involved regularly in the delivery of PRHA's Property and Repair Services. This section will include our consultation commitment to tenants and licensees when any major work that is planned in their project or service.

4. Scope of Policy

Through the above 3 main areas of the policy the following areas are covered:

- **Information:** Informing our Licensees & Tenants: Good quality information is necessary for involving our service users. Giving information on the service and clarity of planned works is key and our commitment. But is not involvement in itself. (Examples include: clear, informative posters for planned works, information on performance, and information on compliance.)
- **Consultation:** This is where we will seek the views of our licensees and/or tenants. This allows for choice and feedback opportunities but not the opportunity to take part in implementing improvements. (Examples include: information and planning meeting prior to any major works such as the replacement of all flooring in the communal areas of a project. Or property services involvement in the Central Service User's Panel).
- **Involvement & Engagement:** This is active, ongoing and informed joint working. It means we will include our service users in decision making processes and working together to implement change within the property services department and to continually improve the property and repairs service.

5. Detail of Three Strands of Involvement

Information: PRHA's Property Services Department will provide high quality information on a regular basis to our Licensees and tenants. This information includes details of how to report a repair, target dates and services through our standard Licensees and Tenants Handbook. We will provide information on the performance of the Property Services Department through our Annual Report and our Service User Newsletter. We will also ensure that clear, informative posters are provided to projects and buildings informing Tenant and Licensees of any major works or planning meetings. We will ensure good and adequate notice is given at all times.

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Feedback: PRHA's Property Services Department will regularly seek the views of Licensees and tenants regarding the Property and Repairs Services delivered and provided both by our In House Maintenance Operatives and external contractors that we deploy. This will include providing satisfaction slips with each repair order, slots at PRHA's Central Service User forum on repairs and maintenance and through our bi-annual User Satisfaction survey and Property Services Specific Satisfaction Surveys.

Consultation & Participation: On a local level PRHA's Property Services Department will set up a feedback, participation and information meeting prior to any major works taking place. Major works is a broad definition that includes any works that affect several households and may cause disturbance to tenants either during the works or as a result of the works.

PRHA's Property Services Department will set up a central Property Services & Repairs advisory panel. Through this panel we will ask fundamental questions as to what our Licensees and Tenants expect from the service. We will examine the gaps between expectations and services currently delivered and look to ways to address any gaps where at all possible. We will look to expand this panel to involve service users in repair inspections as laid out in the Inspection procedures and move to a 'Mystery Shopping Framework'. We will at all times involve service users in the recruitment of all new Property Services staff and expand this model to include participation in the selection of Property Services Consultants and involvement in major works specifications. Both of these latter will involve the provision of training and support in order that our Licensees and Tenants are enabled to fully participate.

Related Property Services Polices, Procedures & Posters	
Inspection Procedure: MP16	PRHA Handbook
Property Services Standard Information Poster	PRHA Customer Care Standards
Property Services: Information Procedure	Property Services: Feedback Procedure
Property Services: Consultation & Information Procedure	

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