

# Our new re-let standard



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providing homes **improving lives**

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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## Our new re-let standard

We are committed to providing quality homes to everyone, by asking for feedback, setting high targets, providing value for money and by going that extra mile to provide quality services.

Our new re-let standard will mean that all homes offered for re-let will meet the standard detailed below. This standard takes into account different needs and recognises that some people need extra help to use our services.

Our new re-let standard tells you the standard of accommodation you can expect from us as a new Spire Homes tenant.

We have listened and set the new re-let standard to reflect your needs and expectations. We will also make sure you have the opportunity to help us monitor and review the re-let standard. This will help us to provide a standard that ensures your experiences meet your needs and expectations and improves over time.

This document needs to be read alongside our re-let standard leaflet.

We have made 12 promises to you. We will:

- Offer a decorating scheme – this may include; a choice of decoration vouchers, assisted help with this, signposting to other agencies and/or additional level of decoration depending on your needs and condition of your new home. This may be at an extra cost.
- Offer a gardening scheme for those tenants requiring support. This may be a choice of assisted support or signposting to other agencies. This may be at an extra cost.
- Offer an incentive for tenants leaving their home in a good clean condition for the next tenant.
- Monitor properties ready for re-let to make sure they meet the local re-let standard. We will monitor this in a variety of ways; including trained tenants carrying out random inspections, sending a satisfaction survey to you and arranging a personal visit with a housing officer at a convenient time within the first 6 weeks of moving in.
- Provide clear and accessible information about our services and our re-let standard, in a variety of formats. We will give this information to you at a number of stages along your housing journey and will provide further help to anyone who needs support in accessing this information.
- Get in touch with prospective tenants before viewing a property to explain our re-let standard. This will be in a way that you have told us you prefer; such as email, text, by phone or letter.
- Ensure new tenants are involved in agreeing any timescales for minor repair works that need to be carried out. Information

regarding future improvements will also be provided, including the choices available and expected start dates.

- Look to introduce a handyman service to provide assistance to tenants who need extra help in setting themselves up in their new home. This may be at an extra cost.
- Explore partnership opportunities with local suppliers to give discounts to our tenants when they first move into their home.
- Give you useful information about local services and the local community when you first move in.
- Publish how well we are doing against our re-let standard as well as the feedback we receive from you. We will also tell you what actions have been taken to improve the service as a result of your feedback.
- Listen carefully to your concerns and discuss with you what we can do to put things right.

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