



INVOLVING - DELIVERING - IMPROVING

OUR OFFER TO TRIDENT LEASEHOLDERS

OUR OFFER, YOUR CHOICE

We know that you, our customers, are the best people to decide on the type of service Trident provides. This is why we have been working with you to create the local service standards, or **Your Service Offers**, that set out exactly what services **YOU** want us to deliver within your scheme or estate.

Over the past year Trident have been working hard to give you the opportunity to tell us what is important to you at a local level. In addition to the feedback you gave us in the customers' survey 2009/10, we also carried out a 'Your Service Offer' consultation during the summer of 2010. We consulted on:

- Involving and serving you.
- Looking after your home.
- Caring for your neighbourhood and community.

We have created this Service Offer so you know what you can expect from us when you use the services you said are most important to you.

Next Steps

If you would like to make an enquiry or take up one or more of the offers within this leaflet:

Step 1: Contact Trident on one of the telephone numbers on the back of this leaflet and ask for the Your Service Offer team.

Step 2: Quote the number of the Service Offer you are enquiring about, for example, **Your Service Offer 6** - relating to the service '**Offer a yearly Gas Servicing Scheme**'.

Step 3: Provide us with your name and contact details, and a little about your enquiry.

Step 4: Your details will be passed on to the member of staff who is responsible for the service you are enquiring about, and they will call you back within two working days

To read more about '**Our Offer, Your Choice - Delivering Your Service Offer**' visit the Trident website at www.trident-ha.org.uk or to request a copy call Trident on one of the telephone numbers on the back of this leaflet.



Our Offer to Trident Leaseholders

Your Service Offer 1

You ASKED Trident to:

'Inform, consult and listen to you through correspondence (letters and emails) and publications.'

Trident will:

Write to inform you about local service delivery and provide you with updates in newsletters.

To deliver this we will:

- Introduce a dedicated email address for Leaseholders (leasehold@trident-ha.org.uk).
- Send you an Annual Report and consult with you on changes to services.
- Send you the customer newsletter, Trident Talk and a separate Leaseholder newsletter four times a year.
- Involve at least two leaseholders in the production of the Leaseholder newsletter, reporting yearly on costs.
- Respond to all letters within five working days.
- Acknowledge all emails within one working day, with a full response within 10 working days.
- Reply to 'answer phone' messages the same day, if within office hours, or by the next working day if out of office hours.



Your Service Offer 2

You ASKED Trident to:

'Have a more hands-on approach to sorting out complaints'.

Trident will:

Answer complaints in writing and, where possible, speak to customers face-to-face. Contact all customers involved in complaints to ask how well Trident handles them, and monitor complaints to establish how we might improve. To deliver this we will:

- Monitor complaints and report them to Trident's Management Board and Scrutiny Panel on a regular basis.
- Compare and report to you how well Trident deal with your complaints compared to other social landlords.
- Hold regular customer panels to listen and learn how to improve complaint handling.

Your Service Offer 3

You ASKED Trident to:

'Conduct a 'walkabout' at your scheme, with customer and partner organisations as, and when, a need arises'.

Trident will:

Develop and publicise an annual programme of estate 'walkabouts', placing notices at each scheme 14 days prior to the estate 'walkabout' taking place. To deliver this we will:

- Monitor the number of 'walkabouts' completed quarterly and yearly.
- Produce an action plan following each 'walkabout' and publicise the outcomes in communal areas.
- Report back on the improvements made as a result of the 'walkabouts' in our Annual Report.

Your Service Offer 4

You ASKED Trident to:

'Offer the choice of extra cleaning of communal areas, window cleaning and grounds maintenance, which, if approved by customers, will be rechargeable to all customers at the housing scheme'.

Trident will:

Consult with all customers at a scheme where at least 25% have asked for extra services, outlining any extra service charge payable, and then provide extra services to customer specification.

To deliver this we will:

- Monitor and report requests for extra services through a dedicated member of staff.
- Consult with customers at your scheme and report on their decision (more than 50% of customers need to approve any change).
- Monitor the standard of cleaning and grounds maintenance through our Local Voices initiative and the Maintenance Support and Cleaning Teams.



Your Service Offer 5

You ASKED Trident to:

'Arrange skip days at your scheme and help to remove bulky waste'.

Trident will:

Inform you of free Local Authority removal services. Arrange to remove any large items on an appointment basis for a charge, dependent on size and type of waste. To deliver this we will:

- Attend appointments within seven working days after your initial enquiry.
- Monitor and report on all completed, late and missed appointments.
- Report on the size and type of waste collected yearly.
- Complete and record monthly site inspections of problem areas through our Local Voices initiative and the Maintenance support and Cleaning Teams.

Your Service Offer 6

You ASKED Trident to:

'Offer a yearly Gas Servicing Scheme'.

Trident will:

Offer a yearly gas servicing scheme to Leaseholders through Trident's selected gas contractor.

To deliver this we will:

- Have a dedicated contact for Leaseholders with enquiries about gas servicing.
- Provide detailed costs for each service option.
- Record the number of requests made and any works carried out.

Your Service Offer 7

You ASKED Trident to:

'Offer a rechargeable home maintenance service for repairs that are not Trident's responsibility'.

Trident will:

On request, visit your home within seven working days to price your repair against our established Schedule of Rates. Upon your acceptance an appointment will be made at a convenient time to carry out the repair. To deliver this we will:

- Record and report on the number of requests made and any repairs carried out.
- Complete all agreed repairs within 28 days of approval.
- Provide feedback forms for you to record your views about the quality of the repair work.
- Monitor and report on any complaints received regarding this service.



Contacting Trident

If you would like a copy of the policies and procedures relating to 'Your Service Offer', to find out more, or to receive this agreement in any other format (for example, Braille, large print or audio) please contact:

Trident Resident Engagement Team
239 Holliday Street
Birmingham
B1 1SJ



Freephone (BT only): 0800 111 4944



Reduced rate: 0300 123 1113



Switchboard: 0121 633 4633

Email: residentengagement@trident-ha.org.uk

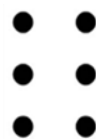
Or visit the Trident Website: www.trident-ha.org.uk



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