

Origin Service Offers 2011-2012

As outlined in Origin's annual report of October 2010, our regulator the Tenants Service Authority (TSA) expects us to build our services around what **you** really want. The local offers – our 'Origin Service Offers' for you – were agreed by the Residents' Forum in August 2010. Having considered your priorities through analysing surveys, complaints, focus groups and consultations.

Since then further work has been underway to develop the Origin Service Offers – through satisfaction surveys, focus groups, door-knocking exercises, analysing complaints and discussions with members of our Residents' Forum and Customer Panels. This feedback has been used to develop eight Service Offers in the priority areas:

Service	What is our Origin Service Offer?	How You Shaped this Offer
<p>Customer Care and Complaints</p>	<p>This Offer outlines the standards of customer service that are expected of our staff when you;</p> <p>1. Need to contact us – we have response time targets for letters, emails and voicemails. We also have standards of conduct you can expect from us when answering the phone and dealing with your enquiry.</p> <p>2. Make a complaint –this makes a commitment to completing the work required to resolve your issues as promised.</p>	<ul style="list-style-type: none"> • Attending Customer focus groups • Taking part in door-knocking surveys • Completing satisfaction surveys • Being involved in discussions at the Residents' Forum • Providing feedback to our Customer Services Team

Origin Service Offers

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Improved Access to Aids and Adaptations	<p>This Offer sets out the standards that you can expect when using this service in terms of the help that we can provide and the timescales that we will work within. It also commits to regularly looking at who is using the service and ensuring that all customers receive the support they need.</p>	<ul style="list-style-type: none"> • Attending customer focus groups • Taking part in customer interviews • Completing satisfaction surveys
Responsive Repairs Standard & Right First Time	<p>This outlines the standards of service that you can expect from us when you report a repair. These include the different ways you can report a repair, how quickly your repair will be completed and the standards of service you can expect from our contractors. It also defines what we mean when we say that a repair is completed “right first time” and commits that we will do this for the majority of repairs</p>	<ul style="list-style-type: none"> • Attending customer focus groups • Taking part in discussions at the Customer Repairs Panel meetings • Completing satisfaction surveys
Handy person Service for Sheltered and Supported Customers	<p>This Service provides customers in our sheltered and supported homes with a friendly, professional and inexpensive service for those who need help with small tasks around their homes.</p>	<ul style="list-style-type: none"> • Taking part in customer interviews • Completing surveys • Making a complaint or grumble

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Your Neighbourhood Service	This Offer is about shaping our Neighbourhood Service to meet your needs. Our Neighbourhood Managers will be easy to contact, approachable, friendly and helpful. They will often be out and about on your estates and in your homes, listening to you and delivering customer focussed services.	<ul style="list-style-type: none">• Attending customer focus groups• Taking part in customer interviews• Completing satisfaction surveys• Making a complaint or grumble• Being involved in discussions at the Residents' Forum
Rent and Service Charges	This Offer will help ensure that service charges are accurate and reflect the services that are provided to you. Information that we provide about your rent and service charges will be clear and easy to understand. Wherever possible customers will have some choice about the services that they pay for.	<ul style="list-style-type: none">• Making a complaint or grumble• Being involved in discussions Customer Income Panel

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Anti-social Behaviour	<p>This Offer sets out what you can expect from Origin when you report an incident of anti-social behaviour. It explains the timeframes in which different types of anti-social behaviour issues will be dealt with. It also explains how we will develop a tailored action plan for your case and give you regular progress updates.</p>	<ul style="list-style-type: none">• Attending customer focus groups• Taking part in customer interviews• Completing satisfaction surveys• Making a complaint or grumble• Being involved in discussions at the Residents' Forum