

Tenants & Leaseholders Annual Report 2010-2011



Your Place



Your Property



Your Service



Your Say

Creating Homes, Building Communities

Tenants & Leaseholders Annual Report

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■ We work with partners to promote social, economic and environmental well-being

85% Tenants satisfied with the support from staff

■ We make sure all our homes meet the government's decent homes standard

94% Tenants satisfied with gas servicing

■ We let our homes in a fair, transparent and efficient way

86% Tenants found staff helpful

■ We provide tenants with ways to influence housing services and monitor our performance

1st Tenant and Leaseholder Open Day held in November 2010



Welcome

We're the tenants behind this year's report, so hello from us!

We want this to be the annual report that tenants really read. Some of us are from Residents' Associations and York Residents' Federation; some of us were involved in last year's report; some of us are Tenant Inspectors and some of us aren't involved in anything else (yet!). We all wanted to help create this year's report because, as tenants and leaseholders, we all share the same ambition – to benefit from the best housing services.

- 🏠 We got together several times and talked about what would make the report interesting.
- 🏠 We decided how it should look, what it should say and, as far as possible, which pictures to use.
- 🏠 Housing managers provided us with the facts and figures. We assessed how well they were doing.
- 🏠 This year, we've saved around £5,000 by sending you this report with Streets Ahead.
- 🏠 We're impressed with what we've achieved, we've had fun and learnt a lot.

Now we need you to read it and tell us what you think.



*Joanna. Julie Noel Barbara.
Gordon D. M. M. M.*

Please send us the feedback card on the back page to say what you think of our efforts this year. You don't need a stamp. Just fill it in, cut it out and post it back.

Even better – come and get involved in creating next year's report!





Introduction

By Cllr Tracey Simpson-Laing

I'm delighted to start my contribution to the 2010/11 Tenants & Leaseholder's Annual Report by saying **a very big thank you.**

Thanks to the customer steering group who helped create this year's report. Thanks to those of you who work with us all year round in residents' associations, York Resident's Federation, as tenant inspectors and in other groups. Thanks to everyone who returned a survey or came to a focus group.

Let's make this year the year you get involved. Reading this report will show how customers' views and feedback influenced and shaped housing services.

Just use your feedback card to tell us you are interested in getting involved and we'll do the rest. By this time next year, we'll be thanking you too!

The Tenant Services Authority is the government agency that sets the standards for social landlords. In this year's report we tell you how well we are meeting these standards in York.

We've used these weather symbols as a guide again.




We meet the standard in full



We meet most of the standard



We meet some of the standard

This symbol will show you where we have made an improvement on last year 

We use Housemark, a national benchmarking club, to compare our performance with other council and housing association landlords.

For more information about either the Tenant Services Authority or Housemark, please contact us on (01904) 554379



Your Place

Safe, sustainable, thriving neighbourhoods



We're on site and on track to build our first new council homes for nearly 20 years at Lilbourne Drive, Clifton. Ready in spring 2012, these 19 homes will be easy on the environment and cheaper for tenants to run thanks to their high levels of energy efficiency.

Working with housing association partners, we added **282 affordable homes** – way over our target of 200 and the highest increase in York's social housing for ten years.

Do we meet the standards?



Keep neighbourhoods clean and safe



Work with partners to promote social, economic and environmental well-being



Work with partners to prevent and tackle anti-social behaviour in communities ⚡



Make the best use of housing



Plan for the future needs and ambitions of communities



York Mediation is now part of housing services.



8 out of **10** tenants are satisfied with their neighbourhood as a place to live. **84%**

Cleaner and greener

Our team of eleven estate workers added internal cleaning in blocks of flats to their work this year. We agreed service standards with customers and now display these in each block so customers can monitor the work.

We've been developing a composting scheme as a greener way to dispose of grass cuttings. If customers in the pilot areas like this option, we'll roll out the service to other areas in 2011/12.

8 out of 10 of tenants living in blocks of flats are satisfied with the estate services we provide.

You can see when your estate walkabout takes place and where to meet on our website which now also shows the actions highlighted during the walkabout.



Joining things up

We were delighted when the anti-social behaviour (ASB) strategy developed with customers last year was adopted city-wide. Together with North Yorkshire Police, the Environmental Protection Unit (EPU), housing associations and York Mediation, we provide a joined up ASB service that aims to work better for customers.

With housing association landlords, we developed a new ASB service standard. **“Our ASB promise to you”** sets out the service tenants in York can expect from their landlord, whoever it is.

Our ASB service is improving every year. Customers who used the service said they were satisfied with the support they received and how quickly we responded but we still have a way to go to before we are one of the best. You tell us the outcome of your ASB report is the most important thing and improving here is our main focus.

EPU's weekend noise patrol dealt with 1,247 night time noise nuisance complaints,

a **19%** increase.

York Mediation helped nearly **50 families** tackle problems with their neighbours.

▶ Creating homes

Working in partnership with Yorkshire Housing, we used a government grant to buy 14 flats to let to tenants wanting to downsize.

Customers' response to the new flats was positive;

“Beautifully well designed, I'd like to shake the designer's hand.”

The three and four bedroom houses they vacated were let to overcrowded families from the housing register.

3 went to homeless families;
11 to families who were
overcrowded in private
rented or council homes.



Of the 58 people
who moved,
38 were children.


▶ Going through the roof

Using a one-off grant, we were able to convert five lofts to make extra bedrooms for growing families who were over-crowded.


That's five fewer families needing to move and good value for money at around £25,000 each.


This year we will...


Improve your estate by;


 Increasing satisfaction with the internal cleaning of blocks of flats.

Improve your ASB service by;


 Creating a new Neighbourhood Safety Unit, bringing council and police teams together in one location as part of the new Housing and Public Protection service.


 Working with partners to deliver the ASB strategy.


 Extending York Mediation Service to housing association tenants.

 Developing an advice DVD with our ASB customer panel.

Make best use of housing by;

 Improving services for young homeless people by redeveloping one of our hostels into a specialist, fully supported project for young people.

 Completing and letting the 19 new council homes at Lilbourne Drive.

 Delivering 171 new affordable homes with housing association partners.



Your Property

Sustainable, good quality, affordable homes



We completed a full review of repairs and invested in mobile smart phones and netbooks to create a more efficient service. Repairs staff now have direct access to jobs allowing them to work flexibly and meet demands as they arise. They can focus on the job in hand, using all their skills to complete the repair right first time.

As well as improving the service for customers, we expect to **save £250,000** over the coming year.

Do we meet the standards?



Ensure all our homes meet the government's decent homes standard by December 2010



Provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of and offers choices to tenants and has the objective of completing repairs and improvements right first time



Meet all the statutory requirements for health and safety in the home

We completed **36,267** repairs in 2010/11

Over **97%** of them **on time**.

8 out of **10** tenants are satisfied with our repairs and maintenance service. **83%**

We just missed being in the top group of landlords by 0.8% this year!

The cold weather snap in December hit tenants hard and gave our repairs team a challenge when demand for urgent repairs doubled. By moving repairs staff from other jobs, including gas servicing, our priority was keeping customers warm at home.




In December we completed more than double the usual number of four hour and same-day repairs.

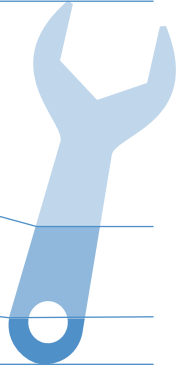
December '10
1,650
urgent and emergency jobs
99.7% within timescales

Gas matters

Your safety matters so our target is a gas service in every home every year. We're improving and your satisfaction with the service is high.

Where necessary, we use warrants to force the issue – and the door – if customers won't let us in.

-  We applied for 471 warrants, 256 customers immediately made gas servicing appointments.
-  We made 215 warrant visits, 170 tenants immediately let us in.
-  We forced entry to 45 homes.



As well as keeping everyone safe, this tough new approach discovered six abandoned properties and resulted in 18 suspected benefit fraud referrals.

Only 56 homes are without a valid safety certificate at the end of this year, down from 82 in 2009/10.



▶ Decent homes for everyone

We made it! We modernised our last 279 homes this year and hit the government's decent homes standard on time. **Every home now meets the York standard**, which is set at a higher level than the government requires.

Our challenge now is to maintain this standard through our Tenants' Choice improvement programme. You can see which streets will be modernised over the next two years on our website.



At our 2010 Tenants' Choice exhibition, **98% of customers** were **impressed** with the new decorating packs. Having higher quality products and greater choice works better for customers and saves over £30,000.

A big issue for tenants was living with the disruption whilst modernisation work went on. We now inform tenants much earlier when work will start and offer help, if needed. Because homes are better prepared, work takes only two weeks instead of three. We work more efficiently, customers are more satisfied and we've saved over £23,000.





You can also see our external painting programme online. We paint your homes every seven years; the painting programme goes up to 2023.

This year we will...



Improve gas servicing by;

-  Looking at how top performing landlords work to see what we can learn from them.
-  Using our Understanding you Better survey results to analyse refusals and to find better ways to contact those tenants.

Improve your homes by;

-  Delivering the Tenants' Choice improvement programme to keep homes up to date.
-  Implementing the Contractors' Code of Conduct developed with tenants and leaseholders.
-  Producing a Tenants' Choice DVD, with tenants.
-  Installing solar pv panels in 1,000 suitable homes, making them energy efficient and cheaper to run.

Maintain your homes by

-  Measuring the number of jobs completed right first time.
-  Starting our five year programme to install double glazed UVPC windows in 2,500 homes.

Your Service

Landlord of choice






Starting at our tenant and leaseholder open day in November and ending over 1,700 survey responses later, we agreed a set of eleven new service standards with you.


These new standards cover how we will deal with anti-social behaviour, repairs, customer services, resident involvement and rent collection. (The full set is available on our website or we can send you a copy.)



The Measuring Success section on pages 16-19 shows you how well we are meeting the standards so far. Look out for regular performance updates through Streets Ahead and our website.


Do we meet the standards?

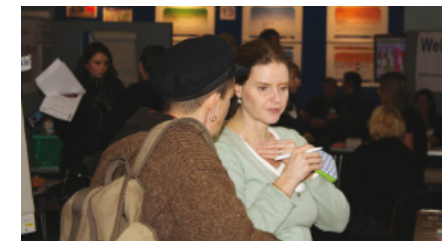
 Provide information, choices and communication that meets the needs of our tenants 

 Let our homes in a fair, transparent and efficient way

 Use the most secure form of tenancy agreement which helps promote communities

 Treat all tenants with fairness and respect 

 Show how we understand the different needs of our tenants



8 out of **10** tenants are satisfied with our overall service.

86%

▶ More choice all round

It's all change on the lettings front as North Yorkshire **HomeChoice** went live in June 2011. As one of seven partners, we worked hard to re-register everyone, especially older and vulnerable customers, onto the new scheme. One application form and one housing register allows tenants and applicants to bid for available properties to rent throughout North Yorkshire.

We joined **Homeswapper**, a direct exchange service that helps tenants who want to move. The online advertising and matching service is free to use. With homes available from three housing associations, seven councils and Homeswapper, there has never been more choice.

▶ Down with rent arrears

We work closely with the Citizens Advice Bureau to refer tenants for free, quick debt advice. Together we helped over 600 households deal with housing related debt problems. By making affordable repayment agreements and offering benefit advice to tenants, we've **cut rent arrears by £40,000**. Compared to other landlords, this makes us **a top performer**. Especially in the current economic climate, we aim to help people manage their money and hold onto their homes.

▶ Gone but not forgotten

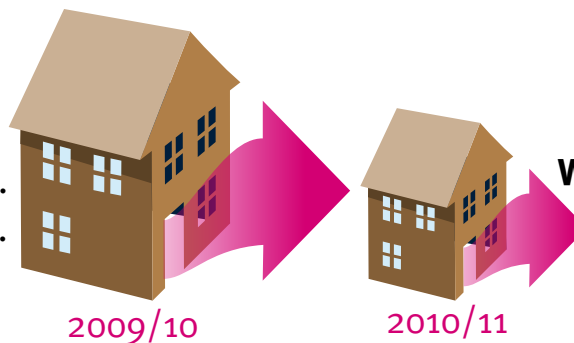
Tenants in arrears can no longer walk away from their debts when they leave their homes. It's easier for people to pay now we've added direct debits to the payment options. New arrangements to work with Council Tax and other departments will give us access to the same debt collecting agencies at no cost. Dealing with one agency makes it more manageable for former tenants and more efficient for us.

▶ Quicker relets

We are in the **top group of landlords again** this year for repairing and reletting empty homes which on average took 23 days.

Our **Golden Goodbye** incentive scheme rewards tenants for leaving a clean property, giving notice and allowing new tenants to view before they leave.

average of
23 days
to repair
and relet empty homes



We evicted 16 households for not paying their rent this year, down from 24 in 2009/10.

▶ Understanding our customers

We are improving the way our services work to make sure they meet everybody's needs regardless of race, disability, gender, age or sexuality.

We are getting to know more about you, our tenants, through the **Understanding you Better** survey.

What do we do with your information?

- 🏠 Well, we use it to identify customers who might be interested in downsizing to a smaller home.
- 🏠 We can check that survey responses represent the views of all age groups.
- 🏠 We know we need only offer translations in two languages.
- 🏠 We can contact you in the way you prefer - by email, letter or mobile phone.
- 🏠 We can provide large print letters or other special requirements without you having to ask every time.

▶ Just for leaseholders

We extended the Understanding you Better survey to include leaseholders this year. We've also arranged a service for leaseholders who are struggling financially. Based in York, the **Owner-Occupier Support Service** can help with benefits, budgeting, security and even training courses.

(01904) **477897** or **stonhamyork@homegroup.org.uk**.

This year we will...

Improve choice by;

- 🏠 Monitoring how well North Yorkshire HomeChoice is working, making sure all customers have access to the help they need to use the service.
- 🏠 Working with Tenant Inspectors to review the standards for letting a new home.

Improve rent collection by;

- 🏠 Implementing the actions from our review of current and former tenant rent arrears.
- 🏠 Collecting rent in advance when we let a new home.

Work with leaseholders to;

- 🏠 Provide better service charge information.
- 🏠 Explore whether our repairs and improvements service could be made available to them.

Assess our services to;

- 🏠 Make sure we give fair and equal access to all customers.
- 🏠 Reach the next level of the Equality Framework for Local Government.



Your Say

Customers are engaged, empowered and have choice



We know getting customers involved from the start is better than feedback or complaints after the event.

Our fully trained team of eight **Tenant Inspectors** are committed to making services work better for customers. For their first inspection of reception areas and services they surveyed tenants, interviewed staff and observed first hand how the service works. Their ten cost-effective recommendations have already improved things for customers.

Even better, their recommendations will help make our new offices, due to open 2012, more customer friendly.

Do we meet the standards?



Offer a wide range of opportunities for tenants to be involved in the management of their homes ⚡



Consult with our tenants about service standards ⚡



Provide tenants with ways to influence housing services and scrutinise our performance ⚡



Help tenants be more involved if they want to be and in a way they want to be



Have an open and clear complaints process

If you are interested in knowing more about Tenant Inspectors or, even better, would like to become one, please contact us on (01904) 554379.

8 out of **10** tenants are satisfied with being kept informed.

82%

We need customer feedback to show how our services are working. Every year, we ask 2,000 randomly chosen tenants what they think of our services. The results show us what areas need improving. You told us we are good at keeping you informed, your rent gives value for money and you are satisfied with housing's overall service.

In the 2010 Housing Satisfaction Survey, customers under 40 were consistently less satisfied with housing services. Starting with focus groups in November 2011, we will do more to understand why. It's thanks to our **Understanding you Better survey** that we can contact specific groups of customers, like the under 40s, when we need to work with them.

▶ Putting things right

When things don't go well, you can make a complaint in whatever way suits you best. 100% of customers responding to our feedback survey said it was easy to make their complaint.

Most of the 192 complaints this year were about repairs or tenancy services. We were late replying to 1 in 4 complaints, so meeting the 100% target agreed in our service standard is a priority.



York Residents' Federation trip to meet Leeds Federation.

▶ Spending the money

Tenants have direct control of how around **£170,000** of **Estate Improvement Grant** is spent each year. With all suggestions welcome, every tenant can vote for the ones they feel will best solve problems or improve their neighbourhood. Local decision making has provided off-road parking bays, fencing, security lighting, door entry systems and additional security measures. The solutions really are in your hands – or should that be in your voting slips!

There's even an extra **£30,000** that **York Residents' Federation** allocate later in the year as one-off grants. For the second year running, they voted to support the Family Intervention Project, a scheme that supports up to 36 families remain in their homes, reducing anti-social behaviour and truancy.



▶ Getting involved

Our 18 **Residents' Associations** provide a local focus for tenants and residents looking to improve their neighbourhoods.

Each Residents' Association elects a representative to attend **York Residents' Federation**. We consult them on all new housing policies or changes, so this group gives tenants a powerful voice to influence both services and priorities.

Our **Performance Panel** looks in detail at housing's performance. They decide which services to monitor, choosing the performance information they want to look at and how it should be set out. This process of close examination is known as **scrutiny**.




Our challenge this year is to involve more tenants in this scrutiny process. If you think this would interest you, just contact us you and we'll tell you more.

We've developed a long term plan to increase resident involvement called **Your Service, Your Say**. This sets out how we will support, train and develop customers so they can get involved and influence housing services in whatever way suits them best.





In 2011 we will recruit to a new post to lead on resident involvement and equalities work in housing.

This year we will...



Increase customer influence by;

-  Strengthening tenant scrutiny arrangements so that tenants can examine housing's performance and set priorities for improvement.
-  Involving more customers as Tenant Inspectors.
-  Completing at least two tenant inspections, including one of housing's website.

Involve more customers by;

-  Holding our second open day in November '11.
-  Promoting estate walkabouts better to encourage more customers to take part.
-  Setting up our leaseholder forum and completing the leasehold handbook.
-  Working with residents' associations to make them stronger and more independent.

Increase our understanding by;

-  Holding focus groups to listen and learn why tenants under 40 are less satisfied with our services.
-  Assessing the cost of each resident involvement activity so we know which give best value for money.

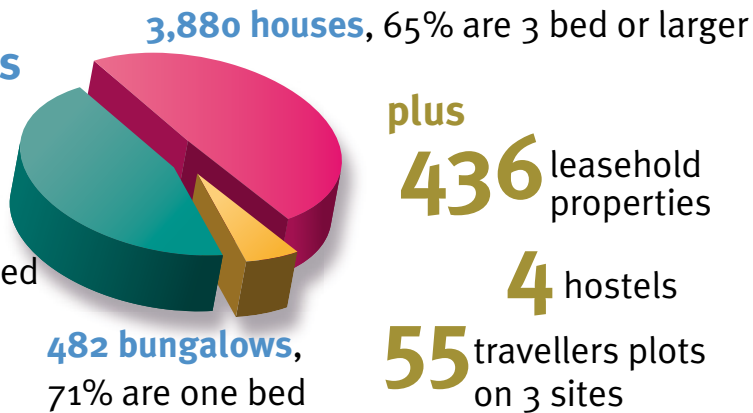
Facts and figures

at 31/03/11

About our properties

7,883
council homes

3,521 flats & maisonettes,
74% are one bed and bedsit



We let **506** homes
We had **2,705** customers on our housing register
as well as
603 existing tenants needing to move.

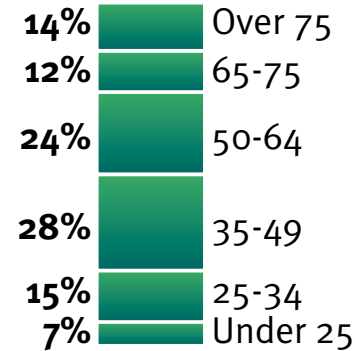
Of the customers on our housing register;

92.2% White British **0.7%** Dual heritage
0.6% Asian **0.5%** Chinese & Other ethnicity
0.9% Black **5.1%** Ethnicity not known

About our tenants

From those of you who responded to the **Understanding you Better survey**, this is what we know about our current tenants;

63% women  **37%** men



98.4% White or White British
0.3% Asian or Asian British
0.3% Black or Black British
0.4% Dual heritage
0.3% Chinese & Other ethnicity
0.3% prefer not to say
There are just under 1,000 tenants whose ethnicity we don't yet know.

How your rent is spent

Average weekly rent **£62.93**

£17.57 Major improvements to council homes

£15.99 Paid to government as part of subsidy scheme

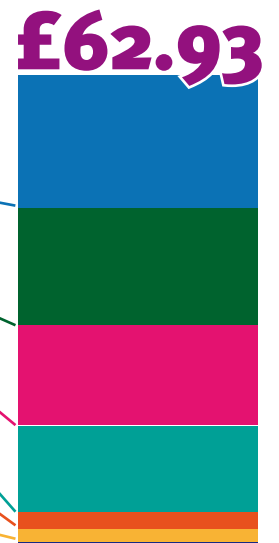
£13.22 Day to day repairs and maintenance

£11.53 Managing your homes

£ 2.22 Improving estates

£ 2.13 Servicing debt (interest payments)

£0.27 Tenant rent arrears



Your Place

This shows how well we met the service standards agreed with you for dealing with anti-social behaviour (ASB) and managing your estates.

Dealing with anti-social behaviour

	2010/11 actual	2010/11 target	2009/10 actual	Top performing landlords
Tenants satisfied with overall handling of their ASB report ¹	80%	74%	69%	85%
Tenants satisfied with the outcome of their ASB report	57%	55%	44%	81%



Tenants satisfied they were kept informed about ASB



Tenants satisfied with the ASB action we have taken



Tenants satisfied with the ASB support from staff



Tenants satisfied with how quickly we dealt with ASB



Tenants evicted for ASB

Managing your estates

	2010/11 actual	2010/11 target	2009/10 actual	Top performing landlords
Tenants satisfied with their neighbourhood as a place to live	84%	78%	76%	85%
Average number of days to remove flytipping	1.76 days	1 day	0.89	
Average number of days to remove graffiti	1.94 days	4 days	0.74	



Tenants satisfied with grounds maintenance



Tenants in flats satisfied with the internal cleaning of their blocks



Tenants satisfied with estate services (litter, communal repairs)

¹ The ASB tenant satisfaction figures are from our ASB survey sent out when we close a case.

All other tenant satisfaction figures are from our Housing Satisfaction Survey 2010.

Your Property


This shows how well we met the service standards agreed with you for day to day repairs, planned maintenance, gas servicing, adaptations and our modernisation scheme, Tenants' Choice.


Day to day repairs

	2010/11 actual	2010/11 target	2009/10 actual	Top performing landlords
Tenants satisfied with repairs and maintenance	83%	89%	87%	83.8%
How many days it took on average to do a repair	4 days	5 days	4 days	6 days
4 hour repairs completed on time (emergencies)	98%	95%	91%	
Same day repairs completed on time (urgent work)	99%	98%	97%	
20 day repairs completed on time (non-urgent work)	96%	98%	96%	

Planned maintenance

Tenants satisfied with the general condition of their home	83%	86%	85%	85%
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 **84%** Tenants satisfied with the overall quality of their home

 **90%** Tenants satisfied with external painting (Up 5% from last year)

Gas servicing

Properties with a valid gas safety certificate	99.30%	100%	98.90%	99.98%
Tenants satisfied with gas servicing	94%			

Adaptations

Minor adaptations to council homes completed on time	91%	92%	89%	
Major adaptations to council homes completed on time	40%	40%	34%	

Tenants Choice modernisation scheme

Properties meeting the decent homes standard	100%	100%	97%	99.6%
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95% Tenants satisfied with Tenants' Choice modernisation (Up 7% from last year)





Your Service

This shows how well we are meeting the service standards agreed with you for customer services, letting new homes and collecting rent.

	2010/11 actual	2010/11 target	2009/10 actual	Top performing landlords
Customer service				
Tenants satisfied that staff could deal with a problem	79%	83%	81%	82%
Tenants satisfied overall with the services we provide	86%	90%	89%	87%
Phone calls answered within 20 seconds	95%	97%	97%	

 **85%** Tenants who found staff helpful

 **71%** Tenants who were able to get hold of the right person

 **71%** Tenants satisfied with the final outcome of their query

Letting new homes


Average time to repair and let an empty property	23 days	21 days	23 days	25 days
Tenants satisfied we met the standard for their new home	69%	67%	66%	

Rent arrears

Rent arrears owed by current tenants	£431,241	£392,883	£462,883
Rent arrears owed by tenants who have moved out	£509,120	£419,914	£819,914

Collecting rent

Tenants satisfied they get value for money for their rent	84%	86%	85%
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 **89%** Tenants satisfied with how they can pay their rent

Your Say

This shows how well we met the service standards agreed with you for dealing with complaints and Your Service, Your Say, our resident involvement activities.

Complaints

	2010/11 actual	2010/11 target	2009/10 actual	Top performing landlords
Tenants satisfied with the outcome of their complaint ²	75%	70%	72%	73%
Tenants satisfied with how we handled their complaint	67%	70%	78%	78%
Complaints responded to in full and on time	71%	88%	73%	

Your Service, Your Say resident involvement

	2010/11 actual	2010/11 target	2009/10 actual	Top performing landlords
Tenants satisfied we take their views into account	67%	73%	72%	69%
Tenants satisfied with being kept informed	82%	80%	79%	
Tenants satisfied with how they can get involved in management and decision making	58%	64%	63%	

² This figure comes from our complaints survey which is sent out when a complaint is closed.

You asked;

“How many appointments are not kept by customers?” and
 “How many repairs do you get right first time?”

We'll report on these questions next year, along with other new performance measures we're developing.

If you have anything else you'd like to know about please contact us (details on page 21).



Key contact details

www.york.gov.uk/housing for more information and details

Your Place

Tenancy Enforcement Team (01904) 551204

Environmental Protection Unit Weekend Noise patrol

Friday & Saturday nights 9.00pm – 3.00am

text or call (01904) 551555

e-mail; environmental.protection@york.gov.uk

York Mediation Service (01904) 553838

mediation@york.gov.uk

Your Service

Rent or arrears queries 01904 551200 (option 2)

Citizens Advice Bureau 08444 111444

Benefits Advice Team (01904) 552252 or 552233

www.york.gov.uk/advice/Benefits

North Yorkshire Credit Union (01904) 676633

www.nycu.org.uk

Leaseholders

Owner-Occupier Support Service (01904) 477897

e-mail stonhamyork@homegroup.org.uk

Your Property

To place a **HomeChoice** bid for housing

www.northyorkshirehomechoice.org.uk

Use the automated telephone bidding line; 0300-011-2170

Send a text message; 07537 402495

Homeswapper direct exchange www.homeswapper.co.uk

Contents insurance - Direct Group 0845 6718172

Report a repair Monday to Friday 08.30 – 5.00pm

(01904) 551200 (option 1)

Reporting an emergency repair at all other times

(01904) 630405

For information about Tenants' Choice modernisation

e-mail; housing.assetmanagementadmin@york.gov.uk

or (01904) 553712/553711

Your Say

For more information about this report, becoming a **Tenant**

Inspector or other ways to get involved in housing services

e-mail; yourservice.yoursay@york.gov.uk

Tel: (01904) 554379


To find out about your **local residents' association** contact the


neighbourhood management unit on (01904) 551832


or e-mail; shapingneighbourhoods@york.gov.uk

You tell us

There are lots of ways to tell us what you think of this year's report so please;

 Use the feedback card opposite – snip it out and send it in – no stamp needed.

 Give feedback on-line at www.york.gov.uk/housing.

 Phone us on (01904) 554379.

 E-mail us at yourservice.yoursay@york.gov.uk.

It doesn't matter how you do it – just let us know!

We listen to what you tell us and use it to improve our services.

We'd love to tell you about the other ways you can get involved and influence housing services. Put a tick in the box opposite and we'll get in touch to talk about what would suit you.



Tenant inspectors; mystery shopping; surveys; scrutiny panel; publications panel; Streets Ahead editors; estate walkabouts; residents' associations; York Residents' Federation.

Please complete this section. It tells us that feedback is from all our customers. There is a more detailed section available on-line, if you prefer.



Feedback card

I read all of it some of it none of it

Please give us a mark out of 5, where 5 is top and 1 is bottom to say whether you agree with each of the following;

I like how it looks 1 2 3 4 5

Content is interesting 1 2 3 4 5

Content is useful 1 2 3 4 5

What would you like to see more of in next year's report ?

Tell me more about how I can;

Get involved in next year's annual report

Get involved to improve housing services

(We'll need your contact details you if you say yes to either of these)

Name

Address

.....

Phone or e-mail.....

Please tell us about yourself by answering these questions

Male Female Do you have a disability yes/no

Age group 16 – 24 25 – 40 41 – 60 over 60

Ethnicity



No
Stamp
needed

Your Service, Your Say
Service Development Team
City of York Council
Communities & Neighbourhoods
10 – 12 George Hudson Street
FREEPOST NEW 13348
York
YO1 6ZZ

Tenants & Leaseholders Annual Report 2010-2011

Polish

To jest roczny raport z działu usług mieszkaniowych ukazujący osiągnięte przez nas wyniki oraz plany wdrożenia udoskonaleń. Niniejsze informacje mogą zostać dostarczone w Państwa własnym języku.


Turkish


Bu, konut hizmetlerinin performansımızı ve iyileştirme planlarımızı gösteren yıllık rapordur. Bu bilgiler sizin kendi lisanınızda sağlanabilir.

Cantonese

這是住房處年度報告，呈現有我們的績效和改善計畫。該資訊能以您的母語提供。

If you would like this information in an accessible format (for example in large print, on CD, by email or in another language) please contact us;

 (019014) 554379

 Yourservice.yoursay@york.gov.uk

Produced in partnership with **Neighbourhood
Management Unit** 