



Service Statement and Service Standards

Our Service Statement

Our vision at Westfield is to enhance and improve the services we deliver. We aim to provide a quality service by

- setting high standards and measuring our performance against them
- giving full and accurate information in plain language
- consulting with our tenants and providing choice where possible
- apologising and sorting matters out when things go wrong
- having an open and accessible complaints procedure
- operating in an efficient and economical manner
- improving our service through regular reviews

Our Service Standards

We are not a “target-driven” organisation, believing targets to have the potential effect of distorting performance with the result that we fail to deliver exactly what the customer wants. Having said that, we do undertake a general survey of our tenants every two years with the expectation that **tenant satisfaction will be greater than 90%** in the following areas

- **our overall landlord service**
- **our repairs and maintenance service**
- **the overall quality of our communication**
- **the opportunities we give for tenant participation**

If, at any time, the level of satisfaction falls below 90% in any of the above areas, we will work with our customers to clearly identify the cause of the dissatisfaction and eliminate it. These Service Standards form the basis of our performance monitoring of service delivery.

Our Approach to Service Delivery and Improvement

Our approach to ensuring a quality and improving service is not driven by the adoption of rigid and inflexible standards and procedures. Instead we focus on **doing what matters** by listening to each and every customer and clearly understanding what matters to them as individuals. We encourage our staff to make decisions and meet those customer needs as they understand them, using their own common-sense and initiative. Our systems are designed to focus our work on what adds value to our customers, increasing effectiveness and reducing wasteful activities. In other words, we try to shape our work to meet customer demands recognising that, as those demands change, we need to change.

Our Approach to Tenant Involvement

In 2007, a national Tenant Involvement Commission produced a report following extensive consultation and research into “what tenants want”.

The Commission found that what tenants want is that housing associations should

- **get the basics right**
- **give tenants choice**
- **involve tenants in decisions that affect them directly, and**
- **be accountable through, for example, having tenants on the Board.**

Those are the principles that we follow in our approach to tenant involvement. When you contact us, our staff will treat you as they would expect to be treated themselves; they will be polite, helpful and professional. They will treat you fairly and impartially and in accordance with the principles of equal opportunities. When delivering a service to you, we will endeavour to be as flexible as possible and to give you as much choice and control over that service as we can. We will try to target any tenant involvement exercises so that you are only consulted on issues that are of direct relevance to you.

We are totally accountable to our tenants; any tenant can apply to become a shareholding member of the Association and to then be entitled to vote in the Board election at each Annual General Meeting; **we are, in effect, a tenant-controlled organisation.**