

OCTAVIA 



Autumn 2023

# Resident Charter

Our commitment to you

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### What is the Resident Charter?

Everyone has a right to know what to expect from their landlord. At Octavia we want to make our responsibilities very clear, so we've worked with residents and colleagues across the organisation to produce a Resident Charter.

The introduction of the charter was one of the priorities in our Resident Influence Strategy and follows our adoption of the National Housing Federation's Together with Tenants initiative.

This initiative is designed to help strengthen relationships between residents and housing association landlords.

Under six headings, the charter sets out how we intend to deliver on the promises we make to you about key services and your home.

In drawing up the charter, we've looked at our existing service standards, agreed with residents where we needed to make improvements, and introduced new standards where required.

We will be reviewing our progress on our Resident Charter commitments annually with residents.

As with everything we do, our Resident Charter is underpinned by our four Values.

These values, known as our 4Rs, are:



**Reliable** - this means we take individual and collective responsibility for our actions; responding to requests in a timely way; respecting the needs of others.



**Resourceful** - this means we positively and proactively challenge our standards and ways of working, making sure Octavia delivers its priority outcomes; understanding how one's individual role contributes to change that leads to success.

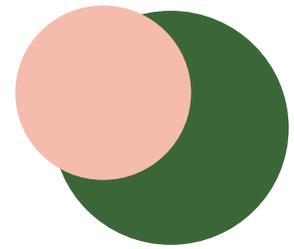


**Responsive** - this means we recognise the experience of our customers is paramount; doing the right thing at the right time by prioritising those we serve.



**Respectful** - this means we are inclusive and treat people fairly; connecting with colleagues, customers and partners and working collaboratively.

# Our Charter Commitments



Together with Tenants Charter Commitments:	What you can expect:	How we will measure success:
<p><b>Relationships</b></p>  <p>Housing associations will treat all residents with respect in all of their interactions.</p> <p>Relationships between residents and housing associations will be based on openness, honesty and transparency.</p>	<p><b>We will treat you with respect in all of our communications and interactions.</b></p> <ol style="list-style-type: none"> <li>1. Our staff will demonstrate our Values and Behaviour framework - 4Rs: <b>Reliable, Responsive, Respectful, and Resourceful</b> - when interacting with our residents and with one another.</li> <li>2. We will ensure our policies clearly state the standards you can expect. Our staff will work towards these standards.</li> <li>3. Our staff will carry and display clear identification which includes photo identification when we visit you at home.</li> <li>4. We will recognise and cater for the different needs of our residents, and we will tailor our services to meet these needs.</li> </ol>	<ul style="list-style-type: none"> <li>• We will monitor resident satisfaction surveys.</li> <li>• We will carry out regular service audits on our key resident facing policies.</li> <li>• We will benchmark our key performance indicators against other housing providers and publish our results.</li> <li>• We will acknowledge and celebrate staff who are delivering on our Values &amp; Behaviour Framework.</li> </ul>

Together with Tenants Charter Commitments:	What you can expect:	How we will measure success:
<p><b>Communication</b></p>  <p>Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them.</p> <p>These include important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.</p>	<p><b>We will provide you with clear, accessible, timely and easy to understand information from Octavia on issues that matter to you.</b></p> <ol style="list-style-type: none"> <li>1. When you call our main switchboard number, we will answer within 120 seconds.</li> <li>2. We will return calls that relate to emergencies within 24hrs. All other calls will be returned within 3 working days.</li> <li>3. When we receive your written communication i.e. emails and letters, we will: <ul style="list-style-type: none"> <li>• acknowledge within 3 working days</li> <li>• provide a full response within 10 working days; unless we request to extend our response, because more time is needed to provide the response.</li> </ul> </li> <li>4. We will adapt our communication for residents where there is literacy, language or needs for other formats: e.g. interpretation/ translation, braille, large print, induction loop, pictorial, etc.</li> <li>5. We will share information on how we are performing and the latest updates of our services on our website and in our quarterly e-newsletters to residents (with some printed copies made available for non-digitally connected residents).</li> <li>6. We will publish an annual resident's report.</li> </ol>	<ul style="list-style-type: none"> <li>• We will publish the results of our Tenant Satisfaction Measures (TSM) surveys.</li> <li>• We will monitor our key performance indicators.</li> <li>• We will carry out service audits to ensure we are tailoring our communications.</li> <li>• We will benchmark our performance against other housing providers and publishing our results.</li> </ul>

Together with Tenants Charter Commitments:	What you can expect:	How we will measure success:
<p><b>Voice and Influence</b></p>  <p>Views from residents will be sought and valued and this information will be used to inform decisions.</p> <p>Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.</p>	<p><b>Your views will be actively sought and valued. We will use this information to inform decision-making.</b></p> <p>1. We will gather your feedback on a regular basis and through a variety of different methods, including:</p> <ul style="list-style-type: none"> <li>• Inviting you to take part in consultations on changes to services and policies that may affect you.</li> <li>• Organising resident focus groups or workshops about specific issues.</li> <li>• Inviting residents to join our quarterly Estate Walkabouts.</li> <li>• Using Mystery Shoppers and our online consultative group ‘Viewpoint’ to gain feedback to improve our services.</li> <li>• Organising a Local Event for all residents in your neighbourhood or on your estate – either in person or virtually.</li> </ul> <p>2. We will provide quarterly updates to Octavia’s Resident Panel on our resident involvement and Influence activities.</p>	<ul style="list-style-type: none"> <li>• We will review complaints feedback.</li> <li>• We will publish the results of our Tenant Satisfaction Measures (TSM) surveys.</li> <li>• We will monitor progress of actions identified at Estate Walkabouts.</li> <li>• We will review Resident Satisfaction surveys for key service areas.</li> <li>• We will review surveys for residents who have been involved in our workshops, Focus Groups and Policy Review Groups – ensuring we share how we have used your feedback in our decisions and that residents feel they have been listened to.</li> </ul>

Together with Tenants Charter Commitments:	What you can expect:	How we will measure success:
<p><b>Accountability</b></p>  <p>We will work in partnership with our residents, allowing them to scrutinise our services/performance and hold us to account for any decisions that affect the quality of their homes and our services.</p>	<p><b>We will work in partnerships with residents, facilitating and supporting them to independently scrutinise and hold us to account for the decisions that affect the quality of their homes and the services we provide.</b></p> <ol style="list-style-type: none"> <li>1. We will advertise and promote resident engagement activities regularly, using different methods to reach a wide range of residents.</li> <li>2. We will support the Octavia Resident Panel, acting as the resident-led group, to hold Octavia to account through scrutiny and challenge. The Resident Panel links into the Executive Leadership Team and the Board.</li> </ol>	<ul style="list-style-type: none"> <li>• We will provide details of our Resident Panel.</li> <li>• We will use the Resident Annual Report to provide details on our resident engagement activities and how residents have influenced our work and decisions.</li> <li>• We will track the service improvements recommendations of the Resident Panel until completed.</li> </ul>

Together with Tenants Charter Commitments:	What you can expect:	How we will measure success:
<p><b>Quality</b></p>  <p>Residents can expect their homes to be good quality, well maintained, safe and well managed.</p>	<p><b>You can expect your home and any communal areas to be good quality, well maintained, safe and well managed.</b></p> <ol style="list-style-type: none"> <li>When you report a repair, we will aim to work to these standards: <ul style="list-style-type: none"> <li>99% of emergency repairs to be attended to within 24hrs</li> <li>99% of urgent repairs will be completed in 5 working days</li> <li>96% of routine works will be completed in 15 working days</li> </ul> </li> <li>We will carry out an annual Gas Safety Check in your home.</li> <li>We will have a planned maintenance programme for maintaining and improving your home and will effectively communicate this programme to you.</li> <li>We will provide you with important safety information about your home and building.</li> </ol>	<ul style="list-style-type: none"> <li>We will publish our performance data on how we are performing against our targets.</li> <li>We will publish Annual Tenant Satisfaction Measures.</li> <li>We will use our noticeboards to provide information on the services provided to the communal areas of your building or estate and to advertise the dates of planned Estate Inspections.</li> <li>We will measure resident satisfaction by completing surveys.</li> </ul>

Together with Tenants Charter Commitments:	What you can expect:	How we will measure success:
<p><b>When things go wrong</b></p>  <p>Residents will have simple and accessible routes for raising issues, making complaints and seeking redress.</p> <p>Residents will receive timely advice and support when things go wrong.</p>	<p><b>We will have simple and accessible routes for raising issues and making complaints. We will do this in a timely way and advise on the support we can offer when things go wrong.</b></p> <ol style="list-style-type: none"> <li>1. You can make a complaint in person, by phone, by email, by letter, via an advocate (provided you have given consent) or by using our online complaints form on our website.</li> <li>2. We have a policy on Complaints that provides clear information on how we manage and respond to formal complaints and service requests.</li> <li>3. We will respond to reports of domestic abuse, serious anti-social behaviour and hate crime within 1 working day.</li> <li>4. If you are in dispute with your neighbour, we will offer mediation, with a specialist mediation service to help resolve disputes.</li> </ol>	<ul style="list-style-type: none"> <li>• We will publicise our Complaints Policy and carry out annual self-assessments of the policy, in accordance with the Housing Ombudsman Complaints Handling Code.</li> <li>• We will publish our performance on complaints every year.</li> <li>• We will use your feedback and carry out 'lessons learnt' reviews, to share learnings with our staff and to improve our services.</li> <li>• We will publish our annual Tenant Satisfaction Measures</li> </ul>

We collaborated with a group of residents to develop our Resident Charter. This is what some participants had to say about their experience:

*“The introduction of the charter can only have a positive impact on our relationship with Octavia. From my point of view, the commitments to accountability and transparent communication are the most important aspects of the document and will help to ensure that it is meaningful, and not just another piece of paper popping through the letter box.”*

*“Working face to face with the people from Octavia directly responsible for the commitments outlined in the Charter was a very positive and productive experience. Along with the four Octavia Values, these commitments are a bold statement.”*

In a satisfaction survey, 100% of resident participants were very satisfied or satisfied with the Resident Charter, and that their views had been listened to.



## Give us your feedback

Let us know what you think of the Resident Charter at: [update@octavia.org.uk](mailto:update@octavia.org.uk)

Please contact us if you need any part of this information in Braille, on audio tape or explained in a different language.

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[www.octaviahousing.org.uk](http://www.octaviahousing.org.uk)

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