

wulvern promises explained



Our Commitment to you

We are committed to providing excellent services for customers.

We will:

- Listen and understand your views about the services we provide
- Make it easy for you to contact us
- Treat you with respect, fairness and flexibility
- Make the changes you want to see

We have worked with customers to develop Wulvern Promises which set out the standard of services you can expect to receive from us.

“Customers have told us what matters to them”

Paul Robinson,
Policy and Compliance Manager



Why we have developed Wulvern Promises?

The way Wulvern and other social landlords are regulated has changed. We are now required to meet six national standards against which you can assess how we are performing.

The six national standards are:

- 1 **Tenant involvement** - giving you customer service, choice and involvement
- 2 **Home** - the quality of your home and our repairs and maintenance service
- 3 **Tenancy** - how we let homes and support you to maintain your tenancy
- 4 **Neighbourhood and community** - how we create sustainable neighbourhoods
- 5 **Value for money** - the quality and price of the services you receive
- 6 **Governance and Financial Viability** - how well we run the organisation

These national standards form part of a new regulatory framework which is called co-regulation. This is where customers agree priorities and targets to improve services.

What co-regulation means for Wulvern:

- Discussions about service improvement are now between us and our customers, rather than between us and the regulator
- Wulvern's Board has overall responsibility for ensuring we meet these standards
- We must ensure that we are accountable to you by reporting our performance

What co-regulation means for you:

- You will be involved in the development and monitoring of our Wulvern Promises

In response to this new regulatory framework, we have been working with customers to interpret these national standards and have developed our Wulvern Promises in response to them.

Wulvern's Promises to Customers

Customers have told us that the following Promises are important regardless of where they live or what type of accommodation they live in

- **Customer Involvement and Empowerment**
- **Customer Service Choice and Complaints**
- **The Quality of Accommodation, Repairs and Maintenance**
- **Allocations**
- **Neighbourhood Management**
- **Local Area Co-operation**
- **Anti-Social Behaviour**

We have worked with customers to develop a leaflet for each of these Promises which sets out what you can expect from us and how we will ensure we keep our Promises.

All of these leaflets are available to download on our website, to pick up in our shops and offices or can be sent to you on request in your preferred language or format.



Wulvern's Promise Plus

We recognise that sometimes certain services need to be tailored to meet individual needs and priorities. Therefore we have worked with customers to develop our 'Promise Plus' which reflects the specific needs of customers or a particular type of housing or service.

We have begun to develop our Promise Plus and have started by focusing on the following areas:

A Derby Docks Promise Plus - this will cover:

- A local lettings plan
- A good neighbour agreement
- Service agreements

A Rural Promise Plus – this will cover:

- Homes and communities in rural locations

We will continue to work with customers to identify other areas which would benefit from a Promise Plus. We want to hear from you, tell us what you think.



What You Can Expect from Wulvern

We will ensure excellence in governance

- Wulvern's Board will ensure that we maintain the highest standards in the way the organisation is run
- Board members will ensure that the interests of Wulvern are placed before any personal interests
- We will continually review our governance practices and systems to ensure compliance with the requirements of the National Housing Federation's Code of Governance 'Excellence in Governance'

The National Housing Federation's Excellence in Governance Principles:

- 1 Ensure customer involvement is central to the work of Wulvern and its regulation
- 2 Direct the work of Wulvern
- 3 Ensure compliance with the published code of conduct for board members
- 4 Satisfy that the affairs of Wulvern are conducted lawfully and in accordance with generally acceptable standards of performance
- 5 Ensure that policies and plans are established to achieve Wulvern's objectives
- 6 Bring independent judgement to bear on key issues such as strategy, accountability and performance
- 7 Ensure full and appropriate accountability to all our stakeholders

We work with customers and stakeholders

We will provide opportunities for customers and organisations to work with us to:

- Encourage customers to influence the design and delivery of services
- Help improve the housing, health, economic or employment outcomes for neighbourhoods
- Develop new services to meet customer demand
- Reduce crime and anti-social behaviour
- Achieve value for money

We will ensure that we are accountable to customers and key stakeholders.

We will ensure equality and diversity

- We will demonstrate our commitment to equality, diversity and inclusion as outlined in the Single Equality Act 2010 and Public Sector Equality Duty 2011
- We will use our Equality Impact Assessment (EIA) process and customer profiling data to ensure equality in our services and performance
- Wulvern's Board will be responsible for ensuring equality, diversity and inclusion across the activities of Wulvern



We will ensure we are financially viable

- We will protect the interests of our customers by managing our resources effectively
- Our Board will have formal arrangements for how we remain financially viable, manage risk and maintain relationships with external auditors
- We will work within the law, regulation requirements and our governing rules
- We will spend funding wisely for customers and others in housing need
- We will work with our funders to repay loans and other financial commitments
- We will maintain an effective audit system
- We will charge rent in accordance with Wulvern's objectives and the framework set out by the Government's rent formula.
- We will use our rental income wisely to pay for the repair and improvement of homes, the development of new housing, the repayment of loans and staffing our services
- We will seek to keep services running well by:
 - 1 Using public money and other sources of funding or assets carefully
 - 2 Keeping a firm control of spending
 - 3 Taking steps to ensure there is enough money to safeguard the interests of customers and keep services running efficiently
 - 4 Ensuring our business plan protects Wulvern's assets

Keeping Our Promises

We will work with you to make sure we keep our Promises. The delivery of our Promises will be monitored by Wulvern's Board and our Tenant Scrutiny Panel - RISE (Reviewing and Improving Services for Everyone).

The priority areas for our Promises and the targets against which you can measure how we are performing have been agreed with you.

We will continue to work with customers to test how well we are keeping promises by:

- Monitoring compliments and complaints via our Customer Complaints Panels
- RISE customer scrutiny exercises
- Customer Focus Groups
- Mystery Shopping
- Customer Panels
- Customer Satisfaction Surveys
- Measuring our performance against key performance targets
- Reporting our results on our website each month
- Sending our results to all customers twice a year
- Reporting our results in our Annual Report
- Benchmarking our service both nationally and locally with similar landlords to ensure we know how we compare and to learn and improve
- Monitoring all our Promises against customer data and information to assess if there are any trends and identify potential discrimination





Contact details:

Wulvern Head Office

Wulvern House
Electra Way
Crewe
CW1 6GW
Call 01270 506200

Wulvern Office Crewe

Edleston Road
Crewe
Call 01270 506200

Wulvern Office Nantwich

Beam Street
Nantwich
Call 01270 506200

**Opening hours for
Wulvern Head Office**

Monday – Friday 8.30am – 5pm

**Opening hours for
Wulvern Office Crewe**

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
1pm - 2pm

**Opening hours for
Wulvern Office Nantwich**

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
12.30pm - 1.30pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم
01270 506200

Chinese

如欲索取閣下語言的資料，請致電
01270 506200 向我們查詢

Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200
નંબર પર ફોન કરીને અમને પૂછો.

Italian

Per informazioni nella vostra lingua siete pregati
di contattare il seguente no.01270 506200

Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه په یوه ند یمان یی بکه به
01270 506200

Polish

Po informacje w języku polskim prosimy
dzwonić pod numer 01270 506200

Portuguese

Para informação na sua linguagem, por favor
fale com nos, 01270 506200

Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,
01270 506200

Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔

Bengali

যদি এই ডকুমেন্ট আপনার ভাষায়, টেপে, বড় আকারে বা ব্রেইলে পেতে চান তাহলে দয়া করে আমাদেরকে
01270 506200 নম্বরে ফোন করুন অথবা আমাদের কোন একটি অফিসে বলুন।



www.wulvern.org.uk

01270 506200