



## Tenancy

- Clear Allocations policy which explains how we allocate to our most secure form of tenancy
- Rents set in accordance with current legislation

## Neighbourhood and Community

- Review publications, policies and procedures
- Publish and enforce sanctions for tenants who do not comply with policies
- Extend invitations to non Focus Group Tenants for Estate Inspections
- Improve and establish partnerships, especially on multi landlord estates
- Review and improve services to 'victims'

## Value for Money

- Value for Money is considered in all the self assessments and suggested improvements

## Governance and Financial Stability

- Review and improve governance based on recommendations from internal audit, which will form part of the Board's Awayday later in 2010
- The Board will adopt an appropriate Code of Governance as a tool for continuous improvement of the organisation and the services we provide

Where we comply with the standards, we will discuss with our tenants how we can improve and enhance our service and involvement within the community.

During the process of agreeing local offers with tenants we will look at:

- All areas of compliance and non compliance
- Priorities to be agreed
- What evidence needs to be compiled
- How we will redress any service failures

WFHA have in the past worked with our Tenant Focus Group on Performance Monitoring and we will agree with them how we can improve this. We have recently joined Housemark, which is a membership-based organisation helping the social housing sector to improve performance and achieve value for money. We expect that this will be a useful tool in helping us achieve this.

# TSA Standards Report

Involving tenants in improving their services



*Our thanks to Jackie Ginger  
for her help in compiling  
this report.*



**Waltham Forest**  
housing association ltd

2-8 Salisbury Rd Chingford London E4 6TA  
Telephone: 020 8524 6987  
Fax: 020 8524 9935  
Email: [info@wfha.org.uk](mailto:info@wfha.org.uk)  
Web: [www.wfha.org.uk](http://www.wfha.org.uk) (under construction)



## TSA Standards Report

Our new regulator, the Tenant Services Authority, published a Regulatory Framework in April 2010. The concept is very much towards involving our tenants in the decision making of what services we provide and how we can improve them.

Waltham Forest Housing Association already has a long established Tenant Focus Group who have been very involved in the decision making of service contracts and you can read about the work that they have done in this Annual Report. In the preparation of this report, we invited members of our Tenant Focus Group to work with staff and participate in its content and design.

The Framework sets out 6 Standards that Waltham Forest Housing Association and other registered providers must work towards. It is important to know where we are now, assess our current performance and move forward to assess how we can improve and enhance our service. The improvements, known as 'local offers', will be agreed with tenants over the next 6 months and followed next year by a report on our progress.

### The six standards:

1. Tenancy Involvement and Empowerment
2. Home
3. Tenancy
4. Neighbourhood and Community
5. Value for Money
6. Governance and Financial Stability

We have carried out self assessments in Standards 1, 2 and 4.

### WFHA Income 2009 – 10



## What is local?

This can mean the building in which you live, or the area, the borough or the region. WFHA have carefully considered this in relation to the standards and have suggested that, in most cases, the standards that we aim to achieve will be identical regardless of whether you live in a sheltered flat in Leytonstone or a family house in Walthamstow. However, for standard 1, Tenancy Involvement and Empowerment, we have suggested that this is (and may continue to be) slightly different dependant on whether you are a General Needs tenant, a Sheltered tenant or a tenant living in one of our Supported Schemes. For this reason, local, for this standard only, is based on the type of accommodation you live in.

Generally, we comply, but for each of the standards we have made recommendations for improvement. We plan to work with the Tenant Focus Group in the coming months about where our priorities should be for improvement, and how we are going to achieve them. Below are each of the standards and a summary of our recommendations:

## Tenancy Involvement and Empowerment

- Attract more Focus Group Members from non represented groups
- Review publications and specific policies and procedures including Complaints
- Improve communication – including the development of a website
- Training
- Monitoring and evidencing of continual improvement including Performance Indicators and External Accreditation

## Home

- Utilise information from Stock Condition Survey that will take place in 2010 to improve our properties and service
- Develop partnerships to improve services

*Continued Overleaf...*

### WFHA Spending 2009 – 10

