

You said, we did

WE held two events last year to seek your views on what had gone well during the previous year and what you would like to see improved. The November event was our first joint event with residents from Tees Valley Housing.

You told us you wanted us to:

¥ Continue to work to reduce ASB and reduce the fear of crime

We are working with the Youth Inclusion Project (Y.I.P.) to provide activities at weekends. This has already reduced the number of incidents of ASB.

¥ Review all service provision which attracts a charge

Erimus is reviewing the way we deliver frontline services; this will include those services which attract a charge and the way in which we collect them.

¥ Make sure our communities are sustainable and that new housing design meets residents needs

Our social investment strategy will tackle a number of issues including jobs and training, tackling poverty, living, health and wellbeing.

¥ Develop a programme to engage with young people and encourage young people to take responsibility for estates

As well as funding extra activities through the Y.I.P. we are looking to increase the number of schools that benefit from our Erimus Futures programme.

¥ Stronger enforcement action to be taken against tenants with untidy gardens

Our estates officers serve tenancy issue notices for untidy gardens. We have now obtained a number of injunctions for untidy gardens and will continue to progress in this manner where necessary.

¥ Increase ways for residents to be involved, particularly young people; improve consultation methods and timing and ensure feedback to residents after each initiative

Erimus recently reviewed its resident involvement framework, providing more opportunities to be involved. This also includes resident regulation and a young persons panel. For more information ring 01642 256170.

¥ Increase use of appointments for repairs; continue to inform residents of any delays; increase number of repairs completed in one visit.

Our contact centre now offers appointments for all repairs to the inside of properties, apart from emergencies, where we have a two hour response time. In 2007/08 we offered 10,416 appointments. In 2008/09 we offered 24,336 appointments. Our service review programme will include a number of improvements to our repairs service including right first time and use of text messaging to remind tenants of appointments and any delays.

To ensure that we continue to deliver on issues that matter to you we have included actions in our strategic and service plans, progress against these is reported to the Erimus Board.

Our next event will be in July, where you can tell us what matters to you when you contact us. See the article on page 10.