Sutton
Housing
Society

Residents' charter

Our commitment to you

Relationships

- Sutton Housing Society (staff and representatives) will treat all residents with respect, responding promptly and professionally to all contacts.
- Relationships between residents and the Society will be based on respect, openness, honesty, transparency and genuine resident involvement where residents views are listened to, valued and respected.
- Staff will be kind and personal and go the extra mile for residents
- Contractors will show their ID, be clean and tidy - in themselves and your home.

Communication

- Residents will receive clear, jargon free, accessible and timely information from the Society on the issues that matter to them. This will be in a variety of ways eg by letter, personal contact, through newsletters etc. This includes important information about their homes and local community, legal matters, how the organisation is working to address problems, how it is run, and information about performance on key issues.
- Residents will have access to report repairs and other emergencies 24/7.
- Residents will have access to meet staff in their homes, from our offices or via virtual means. Staff are also occasionally available outside of our normal 9–5 working.

Voice and influence

- Views from residents will be sought and valued with information being used to inform decisions in respect of their homes and services. The Society will do this via a variety of means such as from resident groups (eg the Disability Forum, the contracts monitoring group and Housing Operations Committee – HOC), from focus groups, surveys, via the resident app etc.
- Every individual resident will feel listened to by the Society on the issues that matter to them and can speak without fear.
- Residents are welcome to become members of the Housing Operations Committee and via this, the Board.
- The Society will continue to use traditional forms of feedback such as surveys and telephone calls together with embracing more digital formats for feedback across the whole resident group.

Accountablility

- Residents will work in partnership with the Society to independently scrutinise and hold the Society to account for the decisions that affect the quality of your homes and services provided. Mechanisms include open meetings, the HOC and the Residents Charter Group and demonstrating how feedback has improved/changed services.
- All personal information is held securely and for specific purposes, in line with current Data Protection legislation.
- The Society is here for good, working alongside residents to enable happy lives and to have fun too! We will continue to engage with our local communities, (including local suppliers and contractors), increasing our social value for residents.

Quality

- Residents can expect their homes to be good quality, well maintained, safe and well managed.
- The Society is bold in its outlook, improving and enhancing the organisation, listening to residents, being innovative and creative in finding solutions.

When things go wrong

- Residents will have simple and accessible routes for raising issues, making complaints and seeking redress.
- Residents will receive timely advice and support when things go wrong and we aim to resolve complaints at the first contact and within our published timescales. Information is available on our website, on digital notice boards and in the residents' newsletter, Sutton Scoop.