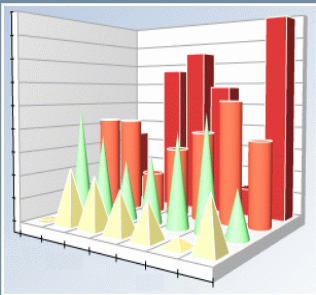


How is Stafford and Rural Homes performing?



Available in

alternative formats



How is Stafford and Rural Homes performing?

How will I know how Stafford and Rural Homes is doing?

We will publish a twice yearly performance management report to our customers in a newsletter. The performance management report will also be posted on our website and will be available in the reception areas of our offices.

The Housing Corporation also produces a yearly assessment of every Registered Social Landlord against the Regulatory Code. They use a traffic light system (i.e. green is good etc) to assess the organisation in three areas:

- how well it manages its finances
- how well it's governed
- how well it manages its services

When Stafford and Rural Homes' assessment is published we will place it on our website www.sarh.co.uk and include details in our customers' newsletter

How does it compare with others?

Details of how Stafford and Rural Homes compares with others will be contained within the performance management report.



When will I see this information?

Stafford and Rural Homes is currently working with its customers through a variety of steering groups to establish what information customers would like to see, how they would like it to be presented and when they would like to receive it.

How can I find out more?

By contacting the Policy & Performance Manager by calling 01785 216612 or emailing enquiries@sarh.co.uk.

What if I am not satisfied with the performance figures?

If you are not satisfied with the performance figures please tell us and help us to improve. Customers are involved in improving the services and performance of Stafford and Rural Homes through a number of ways:

Groups directly shaping services:

- Quality and Design Forum
- Access & Customer Care Group
- Major Investment Programme Group
- Performance Management Steering Group
- Equality & Diversity Steering Group
- Service Review Teams

Other Customer Participation methods:

- Tenants Federation
- Sheltered Alliance
- Estate Walkabouts
- Customer Auditing
- Telephone Surveys
- E-mail Surveys
- “Mystery Shopping”



If you would like to get involved please contact Stafford and Rural Homes' Customer Participation Team on 01785 216675 or email tp@sarh.co.uk, or alternatively contact the Policy & Performance Manager by calling 01785 216612 or email enquiries@sarh.co.uk.



The “How Is Stafford And Rural Homes Performing” leaflet is available in alternative formats by telephoning us on 0800 111 4554. All of our policies and leaflets are available on our website at www.sarh.co.uk.

For further information about our performance contact the Business Management Team by:

calling us on

01785 216612

or by e-mailing us at

enquiries@sarh.co.uk

or by writing to

The Rurals,
1 Parker Court,
Dyson Way,
Staffordshire Technology Park,
Beaconside,
Stafford, ST18 0WP.

This leaflet has been customer approved by Stafford and Rural Homes Tenant and Resident Federation