

# Housing Brief

Providing Affordable Housing and Services Throughout Lochaber

## Welcome..

...to this bumper edition of Housing Brief, packed with lots of useful information and updates.

March saw the successful completion of our triennial tenant satisfaction survey, the results of which are used to submit our Annual Return on the Charter (ARC) to the Housing Regulator. LHA also invited your comments and feedback on the questions, which have been noted.

We will be reviewing these and placing them into common themes to discuss in our focus groups to be held with staff during June and July. The focus groups will be made up of those who responded to the satisfaction survey and tenants showing an interest in Your Voice.



## In this Issue

- LHA Gardening Competition 2022 is launched
- My Home... Your Way...
- Tenant Satisfaction Survey - the results are in!
- Tenant Participation - why we need Your Voice

## Housing Patch Changes

You may remember that we asked a number of months back for feedback on providing services within the community(patch). With the vast majority supportive of this, the Housing Management team within Customer Services are trialling a new approach which will involve 8 weekly estate management inspections and a rolling programme of household surveys for Housing Officers to meet with all tenants at least once every two years.

This is an opportunity for the team to ensure we can build positive relationships at community level, be better placed to help tenants requiring support and to ensure our records are up to date, along with ensuring that tenancy conditions are being met. This new approach will take time to build up and will be reviewed on an ongoing basis.

Along with tenancy and property management activity, they will be able to carry out local engagement and encourage tenant and resident groups, as well as working with existing community groups. Housing Officers will be patch based on certain days of the week, with other days offering flexibility for the officers to be responsive to local and individual needs.

Look out for them in their easily identifiable LHA jackets or fleeces along with their ID badges. You can of course still contact your Housing Officer by email and telephone or by making an appointment to visit our offices, whichever suits you best.

