

30th March 2009

Family Mosaic residents

Family Mosaic
Albion House
20 Queen Elizabeth Street
London
SE1 2RJ

Tel: 020 7089 1000
Fax: 020 7089 1001
www.familymosaic.co.uk

Dear resident

Re **The results of the short notice inspection at Family Mosaic**

A team from the Audit Commission has recently conducted an inspection of some of housing services provided by your landlord. This letter advises you of the outcome of our inspection.

We looked at how Family Mosaic maintains tenants' homes with a specific focus on the following areas:

- responding to repairs which tenants report;
- the repair and re-letting of empty homes; and
- the carrying out of cyclical maintenance.

We also looked at

- how easy it is for people to access the association's services,
- what tenants think of Family Mosaic's customer care,
- how Family Mosaic caters for different peoples' needs and
- whether it provides value for your money.

This was not an inspection of every service provided by the association, but it focused on the areas where we believe there is room for improvement. The result of our inspection is set out below. Overall we found Family Mosaic needs to improve most of the services we looked at to bring them up to a good standard. We have described these as 'a balance of strengths and weaknesses'. (See note on page two for an explanation of our judgements.)

1. Repairs service

We found Family Mosaic's approach to repairs and maintenance is a balance of strengths and weaknesses. Family Mosaic's close monitoring of repairs performance means it is able to deal with poor performance quickly. Homes offered to new tenants are of a high standard but they are not let quickly enough. The association holds a reasonable level of information to ensure a range of tenants' different needs can be met. It is easy to report repairs, tenant satisfaction with repairs call centre staff is high and there is a good range of customer information available. However, tenants feel the rate of improvement has been slow and

Head Office
Albion House
20 Queen Elizabeth Street
London SE1 2RJ

Registered as a Charitable Industrial
and Provident Society (IP30093R) and
with The Housing Corporation (L4470)

Registered Office as above

they are concerned about the quality of tenant consultation, the overuse of sub-contractors and the quality of materials used. This is reflected in a decline in resident satisfaction with repairs.

2. Value for Money

Family Mosaic's approach to value for money is a balance of strengths and weaknesses. The association is raising staff awareness of value for money and there are practical examples of savings made. For example, the use of directly employed surveyors has led to an estimated £500,000 saving and there are reduced costs on some building materials. However, the slow re-letting of homes means lost rental income for the association. Family Mosaic can not yet be certain how far the service represents value for money as performance in many areas is worse than other similar organisations.

To help your landlord improve its service to all tenants and leaseholders, we have made some recommendations. These include the following:

- Develop measurable service standards with tenants which are publicised, monitored and reported for their benefit;
- Let empty homes more quickly; and
- Compare performance with other landlords and set targets to help improve value for money.

The full report is available on our website at www.audit-commission.gov.uk. You can also find further information about housing inspections there.

3. Next steps

We have asked Family Mosaic to work with its tenants and leaseholders to develop an action plan showing how it intends to implement our recommendations. Following on from their report back to us we will consider the likelihood of Family Mosaic improving the inspected services and publish our judgements, together with the association's action plan, as part of our final report. It is our intention to publish these documents in May 2009. Our web site will record any changes to this date.

The association's regulator, the Tenants Services Authority will work with the association to make sure that the recommendations in the inspection report are acted upon and improvements to your service are delivered.

A copy of this letter is also being sent for information to each member of the board of Family Mosaic.

I hope this letter has been of interest to you. Thank you very much for your cooperation.

Yours faithfully

Judine Alleyne
Principal Inspector
Housing Inspectorate
Audit Commission

CC TSA regulator
Family Mosaic Board Members

The Audit Commission uses a four point scale for judging the quality of services, as follows:

Strengths significantly outweigh weaknesses;
Strengths outweigh weaknesses;
A balance of strengths and weaknesses; and
Weaknesses outweigh strengths.