

Introduction

As a valued customer, we want to listen to you, get your feedback and be challenged. We want you to be clear about what you can expect from us.

We have asked you about the most important areas we need to improve upon. We want our services to you to be of a high quality, and we want to be responsive and appreciative of your diverse needs.

What is a local offer?

A local offer is our pledge made in consultation with you to deliver improvements that will make a positive difference to your community and quality of life - such as getting more involved with Family Mosaic. Local offers concentrate on the areas that you have told us matter most to you.

Our 'local offer', covering four key areas, is laid out within this leaflet with a 'value for money' theme running throughout. These four key areas will be the focus of our service improvements throughout the coming year.

Access to our services

**There are a range of ways
you can contact us:**



Dedicated Customer Care Line

0300 123 3456 and press option 2
to speak to a housing officer.



Via email

customercareline@familymosaic.co.uk



Via letter

Family Mosaic

Albion House, 20 Queen Elizabeth Street,
London, SE1 2RJ or

Family Mosaic

Pembroke House, Northlands Pavement,
Pitsea, Essex SS13 3DU.



Through our web site

www.familymosaic.co.uk

Involvement and Empowerment

- 1** Customers have access via a range of means to what our standards are and how we are performing against them
- 2** Family Mosaic learn lessons from complaints which reduce complaints of a similar nature in future
- 3** Family Mosaic have in place a range of ways that customers can get involved in their work at a level that suits them
- 4** Where customers get involved it will provide good value for money
- 5** Family Mosaic have a range of ways that customers can contact us.

Home

- 1** Family Mosaic deliver a 'right first time' repairs service on 80% of routine repairs
- 2** Communal areas within blocks and schemes are clean and well maintained
- 3** Family Mosaic deliver a repairs service that is tailored to individual customer needs
- 4** Contractors demonstrate accountability for the quality of their repairs
- 5** Family Mosaic repair service demonstrates value for money compared to others.

Tenancy

- 1** Tenants of Family Mosaic sign up to a good neighbour agreement
- 2** Family Mosaic provide a sensitive bespoke service to support under-occupiers to move
- 3** Customers will have access to credit unions, where available, to support them with savings and borrowing
- 4** Family Mosaic provide a personal rent collection service
- 5** Customers are well informed on options for moves and transfer list waiting times.

Neighbourhood and Community

- 1** Family Mosaic learn and share lessons with other Registered Providers on effective management of anti social behaviour
- 2** Family Mosaic community events are advertised on the web and in newsletters
- 3** The communal grounds and gardens within Family Mosaic Estates are clean and well maintained
- 4** Clear easy read information is available on what can and can't be done by Family Mosaic on tackling anti social behaviour
- 5** Customers know who their neighbourhood manager is and how to contact them.






Measuring our performance

We have set up a tenant scrutiny panel, who will be supported by a tenant scrutiny co-ordinator to measure our performance against these standards and to provide a challenge for us to continuously improve.

An update on progress will be provided quarterly. In addition the panel may choose to commission an audit or inspection into any of the key standards to gather more information on outcomes, this may include the use of tenant inspectors, mystery shopping or through the use of an external agency.

Annual assessment against a 5 star service

The outcomes of the performance monitoring will be used, along with audit/inspection findings for the scrutiny panel to assess where to grade each of the main standards annually.

-  action plans in place but no improvements seen
-  40% improvements delivered
-  70% improvements delivered
-  90% improvements delivered
-  100% improvements delivered

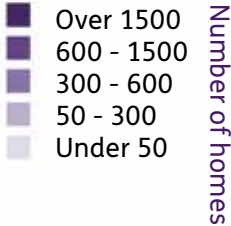
The scrutiny panel will then give an overall star rating for our services.

Scheme/Estate specific offers

In addition to the Family Mosaic local offer, any Family Mosaic scheme/estate or neighbourhood with specific local issues will have a specific local offer included in their My Place/My Neighbourhood agreement.

Our Offices

We have nearly 20,000 homes across London and Essex.



H: Hackney
I: Islington
H&F: Hammersmith & Fulham
K&C: Kensington & Chelsea
W: Westminster

1

Head Office

Albion House,
20 Queen Elizabeth
Street,
London, SE1 2RJ

2

Essex North

Rowan House,
33 Sheepen Road,
Colchester, Essex, CO3
3WG.

3

Essex South

Pembroke House,
Northlands Pavement,
Pitsea,
Essex, SS13 3DU.

4

Muswell Hill

77 Muswell Hill,
London,
N10 3PJ.

5

Arcola Street

9 - 13 Arcola Street,
London, E8 2DJ.

Talking your language

Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Turkish

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabetiyle, CD’de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about our Our Standards Your Choice, A local offer to our residents. If you need any part of this document in **large** print, Braille, on CD or explained in your own language please contact us on 0300 123 3456.



Printed on FC paper
from mixed sources
including recycled

Albion House
20 Queen Elizabeth Street
London SE1 2RJ

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Feel Good About
Coming Home

Our Standards Your Choice

A local offer to our residents

we deliver

family
mosaic