



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

NPH Resident Excellence Strategy



NPH Resident Excellence Strategy

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Introduction

Northamptonshire Partnership Homes (NPH) is an Arms' Length Management Organisation; (ALMO) and manages the stock on behalf of West Northamptonshire Council (WNC). It is responsible for the Council's housing stock including the maintenance and management of its properties and estates*. NPH therefore provides services to residents that have become tenants or are a leaseholder of a WNC social housing property.

At Northamptonshire Partnership Homes we are focused on providing great services and putting our residents, tenants and leaseholders, at the heart of what we do.

To do that, we have been listening to your feedback and views on what is important about the way we provide our services to you through satisfaction surveys, and meeting and talking with you about your experiences. Our housing customers have told us that good communication, being easy to contact, and the speed of resolving service requests is important.

This Strategy, and the initiatives arising from it, aim to continue to improve the quality of the customer experience with NPH services and sets out our shared standards of service to achieve great customer service for the tenants and leaseholders of West Northamptonshire Council homes created with staff and residents.

The vision for this strategy is:

To provide great services to housing tenants and leaseholders that are fair, equitable and accessible, delivered in ways that meet the needs of all, and shaped by experience

Over the next three years, our strategy objectives are to:

- **Know our residents** - Improving our understanding of the diverse needs of our residents so that we can respond in the right way
- **Meet the needs of our residents** - Providing fair, equitable and accessible services that are tailored to meet diverse needs
- **Set great standards of service** - Ensure tenants and leaseholders voice is heard and helps to constantly improve experience whilst achieving consistently high levels of customer satisfaction and standards of service

**Appendix B details housing services provided by NPH and WNC*

Listening to the resident voice

In 2024/5 and 2025/26 NPH have been focusing on providing customer-centric services in key areas of the business to ensure that resident experience and feedback is central to service improvements and systems and process developments.

Key achievements

We have:

- **Worked with residents to create our Resident Involvement and Influence Strategy** which sets out a new offer to residents to provide opportunities for scrutinising services and providing feedback to drive improvements. This includes formal and informal opportunities to join us in talking about performance, services and ideas for improvement. Between April-December 2025 over 2,700 residents have been involved in informal involvement activities including surveys, focus groups and drop-ins. Over 400 residents have been involved in formal activities including our Sounding Board and Service Quality Committee.
- **Established a new tenant and leaseholder led Service Quality Committee** that feeds into our main Board, so the resident voice is at the heart of decision making. The Committee is made up of ten tenants and leaseholders and has reviewed a number of strategies and policies and commenced a scrutiny review of our complaints policy and process.
- **Created a new Customer Excellence Team** for resident involvement, communication, complaints, and resident insight. The team owns this strategy and drives the delivery of great service standards and ensures that the feedback loop of hearing the resident voice and sharing the feedback with services happens, and we tell our residents how that feedback has influenced what we do.
- **Created a centralised complaints team** to deliver a consistent, responsive service. This has led to a marked improvement in complaint handling response times – from 73.87% (Stage 1 and 2 complaints) for the year ending March 31st, 2025, to 84.24% year to date 2025/26 (December 2025).
- **Invested in the analysis of resident feedback and insight** to help deliver great services. The team meets regularly with service areas to provide insights from complaints, TSM results and transactional surveys.
- **Listened to and learned from resident feedback and made changes to core service areas.** Tenant satisfaction data shows that living in a well-maintained home and our responsive repairs services are the most significant drivers of resident satisfaction. During 2024-26, we have:
 - **Delivered against a Repairs Improvement Plan** to improve timeliness, quality and reshaped processes to deliver greater efficiencies and an effective modern service. There is still more to do and during 2026/27 service modernisations will continue.
 - **Invested in 100% Stock Condition Survey** that has provided a robust baseline for a new Asset Management Strategy and Business Plan and making all current non-decent homes decent.

Improving resident satisfaction

We know that the work so far is making a difference.

The Regulator of Social Housing require NPH to report against 12 satisfaction-based measures, which are collected through a tenant perception survey each year. TSMs tell us how satisfied residents are with our key services. We've improved in ten out of twelve measures between 2023/24 and 2024/25 – our biggest improvements have been in how quickly we are carrying out repairs and our approach to dealing with anti-social behaviour. We know there's still work to do to improve satisfaction and understanding our resident needs and talking about what's important with residents through feedback will help make further improvements.

Satisfaction with:	Survey Result 2023-24	Survey Result 2024-25	% change between 2023-24 and 2024-25
TP12: Approach to handling anti-social behaviour	54.47%	61.43%	6.96% ↑
TP03: Time taken to complete most recent repair	55.73%	61.79%	6.06% ↑
TP04: Home is well maintained	65.40%	67.63%	2.23% ↑
TP11: Positive contribution to the neighbourhood	59.43%	61.64%	2.21% ↑
TP06: Landlord listens to tenant views and acts upon them	55.78%	57.27%	1.49% ↑
TP02: Overall repairs service	66.72%	68.13%	1.41% ↑
TP07: Keeps tenants informed about things that matter to them	70.28%	71.38%	1.10% ↑
TP01: Overall service from their landlord	67.04%	67.52%	0.48% ↑
TP05: Home is safe	72.21%	72.64%	0.43% ↑
TP08: Treats tenants fairly and with respect	75.74%	75.79%	0.05% ↑
TP09: Approach to complaints handling	36.09%	33.86%	-2.23% ↓
TP10: Communal areas clean and well maintained	67.01%	60.83%	-6.18% ↓

Challenges

Good progress has been made but more remains to be done to ensure that the resident experience is at the forefront of our decision making. Central to this strategy is to meet the Regulator of Social Housing Code of Practice to the Consumer Standards which includes the following statements.

*Registered providers should consider their understanding of the condition of homes in the context of the **needs of individual tenants** living in them. (Safety and Quality Standard)*

and

*Registered providers should foster a strong culture throughout their organisation of **fairness, courtesy and respect**, where **tenants are listened to and can trust their landlord**. In treating tenants fairly, registered providers should consider how they can **adapt their services and communications to meet individual tenants' needs**.*

(Transparency, Influence and Accountability Standard).

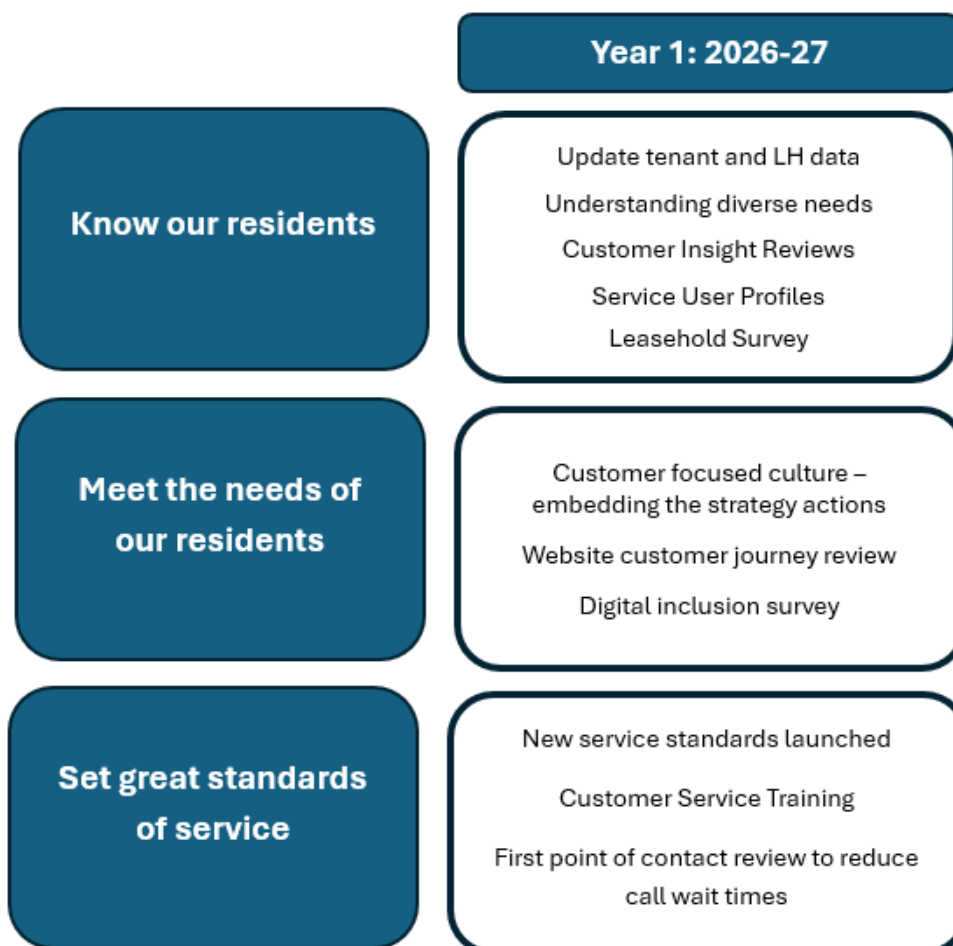
To support our work, it is important that we collect the right resident information to help us to meet the diverse needs of our residents and to ensure we listen to the widest possible range of resident views.

This strategy sets out how we will meet these challenges and deliver the strategy objectives over the next three years and is set out in the Strategy Action Plan in Appendix x.

Year 1 priorities

Year 1 will focus on:

- Embedding the actions identified in the strategy to ensure fair and respectful services that meet diverse needs
- Developing a resident-centric culture based on our standards of service
- Enhancing our approach to customer insight and accessibility
- Improving call wait times



Knowing our residents

Who are our residents?

Residents who become customers of NPH's housing services include:

- Potential tenants who have applied for housing
- Residents who have been offered and accepted a social housing property offer (pre-tenancy / new tenants)
- Tenants
- Leaseholders
- Occupants of a household
- Tenants from out of area applying for a mutual exchange
- Residents acting on behalf of a registered tenant

NPH provides services to over 12,700 tenants in 11,000 properties, and just under 1,100 leaseholders.

Our tenant profile

Most of our registered tenancies are single tenancy agreements. Our tenant profile* tells us that there is a diversity of need across our resident base and a complexity of ensuring we deliver services that meet those needs and reaches and hears from everyone.

The key features of our tenant profile:

- Two thirds are female
- 60% are aged 35-64
- 25% are aged 65+
- Predominately British
- 30% non-white
- 46% Christian, 39% no religion and 15% other faiths including Muslim, Buddhist, Hindu, Jewish and Sikh
- 10% speak a language other than English
- At least 38 different languages are spoken in NPH homes
- 38% have a disability (self-declared)
- 48% have at least one recorded vulnerability**, while 13% of other household members also have a vulnerability
- 14% have a communication barrier, such as physical impairments (e.g. blindness, deaf), learning or language difficulties
- 77% have an email address

Knowing about the people who live behind our doors is just as important as knowing about the property in which our residents live. This enables us to respond to their diverse needs, tailor services, and achieve fair access and equitable outcomes for everyone. The Equality Act 2010 identifies nine "protected characteristics" that prohibit discrimination: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Household data will be used to influence policy decisions, assess trends and plan for the future and to ensure that what we do protects individuals from unfair treatment based on these traits.

To meet these expectations, we need to ensure that we hold accurate, relevant, and up-to-date information, about tenants and other household members.

To deliver equitable leasehold services, we also need to maintain relevant, up-to-date information about leaseholders, however the information we hold will not need to be as extensive as it is for tenants.

While we have good levels of information already, a priority under this strategy and the NPH Data Strategy will be to:

- Review the information that we hold to ensure that it is up to date and accurate and under regular, systematic review
- Review with tenants what, if any, practical adjustments are required to the way we work with them to meet their needs.
- Ensure that we hold information at the tenant level, about Protected Characteristics as specified in the Equality Act 2010, so that we fulfil our obligations under the Act.

How we will use tenant and leasehold data

NPH process household data as part of enabling us to provide a service to our tenants and leaseholder as part of Tenancy and Leasehold Agreements.

How we use and manage household data is set out in our Privacy Statement which can be found online at: www.nph.org.uk/privacy-policy or call 0300 330 7003 to request a copy.

Ethical use of Artificial Intelligence

There will be many opportunities for us to use information in ways which allow us to keep people safe and intervene at the earliest opportunity to prevent people's situations from getting worse. We will only do this where there is a clear benefit to the resident, and in ways which keep the information safe and use it ethically. Artificial intelligence allows large volumes of data to be analysed and processed, speeding up processes which would otherwise take a lot of resources and add delays.

Meeting the needs of our residents

Fair and equitable services

As our tenant profile tells us there is a diverse resident base with many needs. To ensure that we provide fair and equitable services to all residents we have begun and will continue to:

- Undertake service user profiles to understand who is or isn't accessing key services and take action to ensure no groups are over or underrepresented if issues are identified.
- Refresh our resident profile every 6 months to ensure we always hold relevant up to date information including information on Protected Characteristics that can be used for Equality Impact Assessments (EIAs).
- Compare the profile of people accessing different NPH services to the overall resident population to ensure no groups are over or underrepresented.
- Embed the use of Equality Impact Assessments to review how we provide core services and assess any potential impacts of our policies and strategies on different tenant groups.
- Compare satisfaction levels and other outcomes between different groups of residents. Where disparities in service take-up, satisfaction, or other outcomes are identified, we will carry out further analysis to understand the reasons for this. We will also consult with residents from those groups, to try to better meet their needs and expectations.
- Use resident profile information to influence the design of our policies and strategies and take mitigating actions where impacts are identified as negative.
- Undertake Customer Insight Reviews which analysis household and demographic data, diverse needs, communication requirements, and service usage patterns
- Monitor NPH and contractor complaints to look at who we receive complaints from and uphold cases to ensure we are treating all groups of complainants fairly.
- Share our service standards and what our residents can expect from us on our website and Sign-Up packs for new tenants and leaseholders.
- Provide training on respect and expected standards of service from staff.
- Act on reported poor staff behaviour and actively track and reward staff who provide exemplary customer service and consistently treat customers with fairness and respect.
- Ensure the Contact Centre, as First Point of Contact to resolve service requests and issues, act in a respectful and fair manner. This will be monitored through contact follow up surveys.
- Supporting WNC's signed Armed Forces Covenant to ensure veterans are treated fairly

Tailored services

NPH will continue to review where and how we can extend our tailored services through the feedback we receive. How we will achieve this includes:

- All services and contractors having access to up-to-date tenant information where specific needs have been shared with us so that services can be tailored based on needs.
- Area based Housing Officers as contact points for tenancy issues
- Home visits for isolated, disabled or older residents
- Welfare Lunches, Support Drop In's and Veteran Lunches to help prevent social isolation and provide tailored advice and support
- Language services including interpreters for those where English may not be the first language
- Men and women may also request different services (for example women may prefer visiting officers to be female or accompanied by a female) and we would accommodate any such reasonable requests
- Financial advice and support relating to benefits through our Welfare Team for residents who need help to budget and manage money
- Support Team that can provide help with a variety of support needs including; accessing mental health support, care leavers, vulnerable young people, victims of domestic abuse, drug issues, alcohol issues, older people, anti-social behaviour, hoarding and ex-offenders
- Working with other health professionals and adult social care on mental health and addiction referrals
- Support to develop the skills needed to maintain tenancies and live independently

Feedback has highlighted the need to:

- Raise awareness by promoting the services available that offer support
- Build on supporting and understanding people with neurodiversity needs
- Consider written communications and forms for those with dyslexia
- Linking up with local Deaf Connect services to support residents with hearing impairments

NPH are growing our ability to use knowledge about residents' specific needs actively with housing data to help shape support and tailor services. For example:

- Growing datasets, where new data points – such as data from sensors – are helping to inform asset management decisions. Through our Stock Condition Surveys, we know which properties are at risk of hazards such as damp and mould and will house vulnerable residents accordingly.
- In homes that have had SHDF works, NPH are working with residents to monitor property conditions by using smart devices for insight into fuel poverty or overcrowding, for example and to help manage DMC

- Data analytics technologies, including AI, are improving our ability to predict issues like rent arrears before they arise and to act accordingly to prevent the issue from becoming a problem. Our team will contact residents directly to offer early support once risks are flagged.

Identifying vulnerable residents

NPH are actively identifying residents who are vulnerable and need us to tailor services and / or communication needs for us to respond to situations appropriately. We will achieve this by:

- Training staff to recognise signs of tenant needs, such as mental health issues and financial hardship so that we can make support and welfare referrals
- WNC Contact Centre staff trained to review tenant records and triage cases to ensure vulnerable residents are identified and responded to accordingly
- In-house Occupational Therapist to assist with home adaptation needs assessments and liaise with our repairs and asset management teams on works taking place in homes with residents with disabilities
- Setting up specialist teams and recruiting specialist staff in key areas e.g. damp and mould and building surveyors.
- Sharing information with contractors safely so they are also aware of residents' needs, such as allowing more time to answer the door. Data Sharing Agreements are in place for sharing data safely.
- Using systems to triage information where knowing property information and information about the resident and/or occupants in the household is crucial to tailoring and responding to service delivery effectively and in a risk-based approach. For example, responding to Damp, Mould and Condensation, acting on identified hazards in the home, prioritising responsive repairs, and escalating complaints where risks to those based in the home have been identified, such as an older person without heating.
- Using resident information to design services and programmes of work, such as planned programmes using property and resident/occupant data to inform plans.

Accessible Services

Our Contact Channels

Access to NPH services is offered through multiple channels to offer choice and options for those who are or are not happy accessing services on-line. For example, a resident wishing to report Anti-Social Behaviour (ASB) can do so either on-line, by calling our Contact Centre or speaking direct to the ASB Team or Housing Officer. Alternative options, such as applying for a home on-line, but also offering hard copy and in person support to complete.

Access to information, services and making service requests can be made:

- In person in local neighbourhoods at community Drop In's, Engagement Café and groups (our events programme is published on-line and in our quarterly Rent Statements)

- On-line via our website, social media (NPH Connect) and LinkedIn
- Through personal on-line web portal account for reporting repairs and rent payments
- By calling the Contact Centre or visiting the One Stop Shop
- Talking to visiting Officers, including Repairs Operatives and Housing Officers

It is important that we hear the voice of our residents. Alongside the above, our resident involvement channels also include:

- In person focus groups
- In person community Drop In's and Engagement Cafes (see Events Calendar)
- Digital on-line surveys sent via emails and/or text messages

Our current contact channel profile shows:

- 5-6,00 telephone calls to our Contact Centre each month
 - On-line portal users
 - 3,400 approximate visitors to our website each month
 - In person visits to the One Stop Shop
 - 77% of tenants have email addresses and 85% of leaseholders
 - 1,800 Facebook followers
 - 1,990 Linked In followers
 - You Voice newsletter to all households (electronic and hardcopy)
- (November 2025)*

Offering accessible choice

We want to make dealing with us as quick and easy as possible and understand that access needs are different for one person to another.

Accessible services that meet all diverse needs should be based on the principles of offering:

- choice – tailored to preferences and based on time of day and option to self-service
- efficient and timely responses
- convenient options - digital, telephone or in person channels
- automated where possible and;
- accessible, fair and equitable

So that we can offer accessible services knowing information such as preferred methods of contact, impairments, learning difficulties and languages for example, are important. 90% of households have provided preferred methods of contact which tells us mobile (74.35%), telephone (11.09%), email (10.92%), and others (3.64%).

Our resident profile tells us (where data is available) that of 12,568 residents (November 2025) 14% have at least one recorded vulnerability that might affect how we communicate with them. We have conducted an insight review of the 14% which has helped to shape the standards of service set out in this strategy.

To ensure accessible services we will:

- Conduct a Tenancy Property Update every five years that review property condition and check /update resident and occupant information. Updates help us support residents in the best way possible. For example, letting us know preferences for when we visit such as, if we should use a certain door, wait a bit longer to answer, or knock loudly and communication preferences
- Make appointments in advance
- Continually review the communication needs of the main tenant profile to establish communication preferences and accessibility needs to ensure service provision meets those needs
- Undertake a digital inclusion survey
- Complete a resident journey review of our website
- Regularly test the customer journey and experience through lived resident experiences in focus groups, surveys and one to one contact
- Learn from resident feedback about how they have accessed services, what residents like about what we do as well as areas of improvement
- Publicise information, services and points of contacts on our website, social media, in Your Voice newsletters and Rent Statements, and the Sign-Up packs for new tenants and leaseholders
- Be advocates and signpost to other partner organisations for support needs
- Develop and implement a reasonable adjustments policy
- Offer involvement and influence activities in a range of ways and time of day so that the voice of all residents can be heard

How to access our services

NPH services are accessible through the following provisions:

- **Contact Centre** for all service requests with dedicated housing call handlers that responded to 80% of calls at the first point of contact
- **One Stop Shop** for appointments and in person queries with:
 - telephones and computers for customer use
 - hearing loops
 - disabled toilets
 - baby change facilities
- **Support if residents speak other languages:** Translation or dictation services in different languages can be provided when residents interact with us. Our website 'Speak or Translate Me?' language translation software tool is on the top left of every page. The tool can read out pages and translate pages into different languages. Google Translate's website service can also be used.
- **Support for people with a visual impairment:** Accessible documents in large print are provided along with access to braille. Our website 'Speak or Translate Me?' language translation software tool is on the top left of every page. The tool can read out pages and overlay a ruler or apply a different colour to make it easier to read. Where a resident has informed us we will work with them to identify what reasonable adjustments are required and ensure font size in letters and email communication are set to the suitable size for example.

- Adjustments will be recorded on resident record for others to see and tailor communication to specific needs.
- **Support for people with a hearing impairment:** Access to hearing loops and British Sign Language (BSL) interpreters. Where a resident has informed us they have a hearing impairment we will know to attempt to call before a visit as some residents have phones that flash to alert of a call. We will also try to avoid ad hoc visits and send confirmation of an appointment in writing in advance.
- **Home visits:** Residents can request a visit at home for support and advice with our Housing, Welfare and Support officers.
- **Housing Officers** that offer help with any tenancy or estate issues. They are there to listen, support and connect residents with other services. Housing Officers are published and updates regularly on our website.
- Fully accessible and adapted **Community Hubs**
- **Nominating a person to speak on behalf of a resident:** Recording where permission to act on someone else's behalf has been given so information is not repeated.
- **Conduct Equality Impact Assessment** for services, strategies and policies to ensure provisions are in place to counter any negative impacts from what we do.

Setting great standards of service together

We regularly seek feedback through resident involvement activity including scrutiny reviews, our Annual Tenant Survey (1,000 tenants), service area transactional surveys and learning from complaints and compliments.

What does good look like for our residents when interacting with our services?

Our Tenant Surveys tell us that there is a good level of resident satisfaction with interactions with NPH services. Our challenge is to ensure that the level of service is consistent in both the personal interaction and experience, as well as delivering on the outcome by doing the things we say we will do, and to do more of things that our residents like about us when interactions meet the standards expected.

Our residents like it when:	Areas to improve
• Issues are resolved and they meet expectations in both quality and timescale • They are kept informed about the status of any issue • They are treated with respect • Officers show these qualities: politeness, friendliness, listening skills, empathy • Tradesmen explain what they are doing • Tradesmen show that they respect tenants' spaces – for example by taking off boots, tidying up afterwards	• Getting things right first time • Speed of resolution • Keeping residents informed of the status of issues / not having to repeat issues or chase us for news • Ease of contact with the right person • Call wait times • Being shown understanding and empathy for resident's situation and needs • Improving individual accountability and transparency

Alongside the insight above from feedback, we have involved tenants and leaseholders to help shape a new set of standards of service which are detailed in Appendix A '**Delivering great standards of service – our commitment**'.

The Strategy implementation will be supported by corporate training to support a resident focused culture, and the delivery of this Strategy and our shared standards of service.

How we will get there

We will monitor the delivery and effectiveness of the Strategy through the following measures. We will report annually on our performance.

Measure	Survey result Q3 2025/26	Target 2025/26	Target 2026/27
Overall satisfaction with service (TP01)*	70% (YTD Q3)	73%	73%
Landlord listens to tenant views and acts upon them (TP06)*	59% (YTD Q3)	62%	62%
Keeps tenants informed about things that matter to them (TP07)*	74% (YTD Q3)	75%	76%
Treats tenants fairly and with respect (TP08)*	77% (YTD Q3)	78%	78%
Approach to complaints handling (TP09)*	36% (YTD Q3)	36%	38%
Easy to deal with – satisfaction with*	71% (YTD Q3)	-	-
Complaints per 1000 homes over the last 12 months (Stage 1)	57	60	60
Complaints per 1000 homes over the last 12 months (Stage 2)	14	7	12
Stage 1 Complaints closed within 10 working days	87%	90%	90%
Stage 2 Complaints closed within 20 working days	91.9%	90%	90%
Contact centre – Telephone answer rate	82%	90%	
Contact centre – Telephone contacts resolved at first point of contact	78%	70%	
Percentage of call backs answered within 5 working days	83%	80%	80%
Members and MP enquiries – answered within 10 working days	97.5% 100%	95%	95%
Emergency Repairs in timescale	100%	98%	98%
Non-emergency repairs in timescale	92.6%	94%	90%
Overall repairs service (TP02)*	75% (YTD Q3)	75%	75%
Time taken to complete most recent repair (TP03)*	71% (YTD Q3)	67%	70%

** These measures are Tenant Satisfaction Measures (TSMs) which we report to Regulator of Social Housing each year. Each quarter an external company telephones 250 residents' and asks them how satisfied they are with NPH services.*

**These measures will also be monitored by the cross breaks of age, ethnicity, disability, sex and religion.*

Enablers

The delivery of the Strategy and vision is supported by other key documents including:

- Data Strategy – Keeping resident data up to date to help us know our residents and tailor services to their needs
- Resident Involvement and Influence Strategy – setting out the ways residents can get involved and influence what we do
- Complaints and Feedback Policy – sets out our complaints, compliments and comment feedback process
- Communications Strategy - sets out how we communicate with our tenants and leaseholders
- WNC Access Strategy - setting out how residents can access, engage and interact with council services
- Data Protection Strategy - ensuring the use of resident data within data protection regulations (GDPR)
- IT Strategy – ensuring our systems allow access to information and data and our use of technology to support access to services
- WNC Allocations Policy for prospective tenants



Appendix A - Delivering great customer service – our commitment

We want to give you great customer service whichever way you choose to contact us. This commitment sets out the standards of service you can expect from us, what we need from you and how you can help us improve resident experience.

What can you expect from us

Responding to you, we will:

- Listen to you
- Understand and care about your needs and situation without judgement
- Take ownership to resolve your query
- Respond as fast and efficiently as possible
- Do what we say we're going to do
- Keep you well informed
- Be respectful and polite
- Be open and honest, explain decisions and outcomes clearly
- Aim to get all that we do right first time
- Ensure our staff are well trained, knowledgeable and equipped to help you
- Learn from when we get it wrong

Making contact easy, we will:

- Offer a variety of ways to access our services
- Make and keep appointments at a convenient time
- Offer support with communication for impairments, neurodivergence, dyslexia and languages
- Respond to your enquiry promptly and keep you updated
- Provide up to date information on online and easy to access to self-serve
- Offer 24 hours a day, 7 days a week access to information and services through our website and an emergency only telephone service
- Communicate with you using your preferred channel
- Use Plain English and avoid jargon
- Handle your information with care and respect your privacy
- Carry an identity badge when visiting, introduce ourselves and give a name
- Signpost you to trusted service if we can't help you

How you can help us

So that we can deliver great customer service to you, we would like you to:

- Let us know if you have any specific needs
- Tell us if things change so we can keep your information up to date
- Be considerate and polite to our colleagues and contractors
- Treat us as you would like to be treated
- Tell us if you are having problems so we can resolve together
- Ask if you are unsure, or we are not as clear as we should be
- Adhere to your Tenancy Agreement
- Keep appointments or tell us if you need to change them

We would also like to invite you to:

- Share compliments with us, and let us know if you are unhappy with our service, including complaints
- Offer ideas for improvement and get involved in shaping our services together

Appendix B – Housing Services provided by Northamptonshire Partnership Homes

Housing Services provided by Northamptonshire Partnership Homes on behalf of West Northamptonshire Council and covered by this Strategy include:

- Responsive Repairs
- Asset management and compliance
- Tenancy management
- Communal area cleaning and repairs
- Tree and grounds maintenance on Housing land
- Rent payment and collection and service charges
- Right to Buy applications
- Support and welfare
- Leasehold Management
- Anti-social behaviour
- Mutual exchanges
- Aids and adaptations
- Complaints about the services listed above

WNC provide the housing services listed below:

- Housing applications and allocations
- Temporary accommodation
- Homelessness services and support
- Private sector housing