

STATEMENT OF ACCOUNTABILITY

Clanmil Housing Association Limited is committed to open and accountable ways of working. We follow the principles and practice of equal opportunities in all areas of our work.

This statement sets out the main ways in which aim to be accountable to you.

We will:-

- act in an open and accountable way;
- actively promote how Clanmil Housing is accountable in a wide and positive way;
- respond openly to comments and complaints;
- welcome suggestions for improvement;
- publish this statement and place it on our website;
- report on various aspects of our performance;
- cover the subject in detail at least every two years in the Clanmil Chronicle;
- publish information about our performance and our progress in reviewing and reshaping services;
- outline how we have taken tenant/residents' views into account in improving services;
- involve tenants/residents as outlined in the Tenant Partnership Strategy;
- keep two places on the Clanmil Housing Board of Management for tenant representatives;
- be open to change in service delivery, reporting on results;
- make every effort to keep tenants/residents informed to ensure that we are aware of their views.

We will publish:-

- annual performance information in our Annual Report;
- the Clanmil Chronicle, which is a quarterly newsletter, which includes performance reports;

- explicit service standards and comparisons to enable tenants/residents to judge value for money; including:-
 - Centre for Sheltered Studies – Code of Practice;
 - Customer Charter;
 - Standards of service for tenants in sheltered housing;
 - Complaints/Compliments Report.

We will:-

- encourage and provide some financial support for local and estate based tenants/residents committees, subject to the committee accepting the agreed constitution;
- encourage and support tenant/resident committees or their representatives, to have an active involvement in the management of the homes they occupy or represent;
- invite representatives of these committees to join the Tenant Forum;
- consult with the Tenant Forum on policy and other operational matters;
- regularly review tenant/resident satisfaction, and use consumer techniques such as focus groups to obtain up-to-date information on tenants/residents' views;
- use this information to inform our plans for improvement and cost reduction;
- share with the Tenant Forum a schedule of these surveys and summary findings;
- endeavour to provide information in the format that meets the requirements of tenants and residents, including providing information in the appropriate language, using braille where appropriate, avoiding the use of jargon and applying the principles of plain English.

We welcome comments from tenants/residents on ways we can improve our accountability, or about ways in which we may not have achieved our goals. We respond positively to comments and complaints, and seek to use them to improve our performance. If you have any comments or a complaint about our accountability, please write in the first instance to the Chief Executive.