

## Wolverhampton Homes Annual Delivery Plan 2024 - 2025

The new Business Plan and associated delivery weaves in the golden thread of the organisation that runs through everything we do and supports the priorities in relation to the three pillars below which underpin this plan by way of:

- Enhancing our community and customer focus
- Providing safe and secure homes
- Supporting people to sustain their tenancies and homes

No.	Priority	Wolverhampton Homes will
1.	<b>To be safe in your home.</b>  The government will work with industry landlords to ensure every home is safe and secure.	<ul style="list-style-type: none"> <li>- Provide an efficient and customer focussed repairs service.</li> <li>- Be compliant with regulatory compliance with the “Big 7”.</li> <li>- Understand and know the stock condition of properties and identify any areas of concern.</li> </ul>
2.	<b>To have your complaints dealt with promptly and fairly,</b> with access to a strong Ombudsman.	<ul style="list-style-type: none"> <li>- Provide complaint responses within expected timescales.</li> <li>- Be open and transparent when investigating and responding to your complaints.</li> <li>- Ensure there is a fit for purpose complaints policy in place.</li> <li>- Use learning from complaints to inform service improvements and demonstrate how these have been implemented to both customers and through the business.</li> <li>- Integration of solution focussed outcomes into business delivery – ensuring learning from complaints is identified and addressed.</li> </ul>
3.	<b>To know how your landlord is performing</b> including on repairs, complaints and safety and how it spends its money, so you can hold it to account.	<ul style="list-style-type: none"> <li>- Provide performance data on a range of services and share this information with stakeholders and customers.</li> <li>- Analyse data collected to help support decision making and service improvements.</li> <li>- Produce regular reporting detailing performance and spend.</li> </ul>
4.	<b>To be treated with respect,</b> backed by a strong consumer regulator and improved consumer standards.	<ul style="list-style-type: none"> <li>- Support customers to choose digital channels through providing high quality online services.</li> <li>- Keep customers at the heart of decision-making, with a menu of involvement for customers to share their views in a way that suits them.</li> <li>- Ensure that customers are treated fairly and equitably in relation to their identified needs.</li> <li>- Support customer to maintain their tenancies through providing relevant help, advice and information.</li> <li>- Providing a people-focused adaptations service to meet people’s needs to lead rich and fulfilling lives through living independently at home.</li> </ul>
5.	<b>To have a good quality home and neighbourhood</b> to live in, with your landlord keeping your home in good repair.	<ul style="list-style-type: none"> <li>- Provide access to a range of suitable temporary accommodation, with B&amp;B and hotel rooms used for short-term emergencies only.</li> <li>- Develop long term investment strategies to maintain decent homes and reduce carbon emissions.</li> <li>- Provide robust and person centred domestic abuse support.</li> <li>- Deliver regeneration, refurbishment and building safety projects to enhance homes and neighbourhoods across the city.</li> <li>- Estates are kept free of litter and fly tipping, with open spaces maintained.</li> <li>- Anti-social behaviour is dealt with promptly and effectively, to minimise the impact on individuals and the wider community.</li> </ul>

6.	<p><b>To have your voice heard</b> by your landlord, for example through regular meetings, scrutiny panels or being on its Board.</p>	<ul style="list-style-type: none"> <li>- Support the delivery of the overarching customer experience strategy and associated action plans.</li> <li>- Ensure consistent advice is provided at all front-line touch points</li> <li>- Resident involvement, influence, and scrutiny.</li> <li>- Maintain effective and continuous conversation with all customers, with contact being appropriate to the individual and proportionate to the situation.</li> </ul>
7.	<p><b>To be supported to take your first step to ownership</b>, so it is a ladder to other opportunities, should your circumstances allow.</p>	<ul style="list-style-type: none"> <li>- Delivery of a fit for purpose Right to Buy service.</li> <li>- Support customers into employment via our Reach programme.</li> </ul>