

Local Service Standards

We're Listening
What tenants told us

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Tenants' Priorities

- There were 3 clear priorities from tenants these are :

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Keeping the neighbourhood clean and tidy

- 546 Tenants' said that Keeping the neighbourhood clean and tidy is their top Priority
- 338 of these were from Kettering Town Centre and Highfield Estate
- This was also the highest priority from Burton Latimer, Desborough and Rothwell tenants'

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Crime and Antisocial Behaviour

- 312 Tenants' felt Crime and Antisocial Behaviour was their top priority
- Again this was highest in Kettering, the estates and the A6 towns

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A Reliable Repairs Service

- 153 Tenants' Borough wide agreed that providing a reliable and efficient repairs service was their top priority
- This was also the second priority for almost 300 tenants'

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TSA require Local Offers in three areas

- Tenant Involvement and empowerment
- Home
- Neighbourhood and Community

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Tenant Involvement and empowerment – Borough wide

- Complaints Standards
- Methods of Involvement
- *Standards for Involvement*

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Home – Borough Wide

- *Voids Standards*
- Repairs Standards
- *Information on Capital Programme*

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Neighbourhood and Community – Local

- *Cleaning Standards*
 - *Blocks*
 - *Estates*
 - *Sheltered Schemes*
- *Standards for Estate Inspections*
- ASB Standards
- *Joint Working standards*

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