

Dear Resident

Consultation on Office Hours at Old Ford

In January this year, Old Ford was inspected by the Audit Commission, who assesses the quality of services provided by all housing organisations. Part of the inspection looked at how residents access the services we provide.

As a result of this, we would like you to tell us your thoughts on the Old Ford office hours which are Monday to Friday, 8.30-5.00pm (not Bank Holidays or Public Holidays). We have monitored the phone calls and visits to the office, and peak times are between 8.30am – 3pm, especially on Mondays.

We are also looking at other ways residents can access services. We have to balance the cost of having different office opening hours with the value this brings to residents, especially if there is a better way for you to receive a service from Old Ford that will not increase costs to residents.

Currently, repairs can be reported via the Old Ford website, and there is an Out of Hours service which deals with emergencies, eg repairs and anti-social behaviour. We are looking into the possibility of 24 hour repair reporting.

We are setting up Repairs Surgeries at community centres, sheltered schemes and at the Usher Road office. The repairs surgery at the office will be on the first Thursday of every month, starting on 1st July 2010, 5-7pm. We will also offer early morning or early evening appointments booked in advance.

Bearing this in mind, we would be grateful if you could please complete and return the questionnaire or complete the on-line survey by **15 June 2010**:
www.oldford.org

We value your feedback and welcome suggestions. This is an opportunity for you to give us your views so we can improve the way we deliver our services to you.

Between July and September 2010, we will be trying out the suggested office opening hours that you tell us in this survey that you would prefer.

Yours sincerely

June Lewins
Assistant Director of Housing Services