



Dear Sir / Madam,

Old Ford Audit Commission Inspection

In January, Old Ford was subject to a Housing Inspection by the Audit Commission, who on behalf of the Government assesses the quality of services provided by housing organisations. We welcomed the inspection as it gave us the opportunity to demonstrate the progress and improvements to services since the transfer of homes from Parkside and Orchard Village.

Overall, the report is positive. The Audit Commission's assessment of our Investment in Homes programme was extremely positive, finding strengths considerably outweighed weaknesses. We believe this is the first time a housing association has received such a high assessment from the Audit Commission in this area since the new inspection regime. Strengths also outweighed weaknesses for Gas Safety and were balanced for Diversity and Value for Money. There are two areas where weaknesses outweighed strengths. These were in Access & Customer Care and Responsive Repairs.

As a result, the Audit Commission has identified some key recommendations:

- Strengthen customer focus including phone management and opening hours
- Develop local standards for services
- Make better use of diversity information in service planning and delivery
- Improve our approach to delivering value for money

We would be like to consult with you and would be grateful if you could review and feedback on the action plan we have developed (enclosed). To do so, please complete the enclosed questionnaire or complete the on-line survey: www.olford.org/aboutus/inspection by **10 April 2010**. We value your feedback and welcome suggestions. This is a real opportunity for you to contribute to our service improvement.

We will also be holding open consultation forums in the next couple of weeks, a series of presentations and discussions through residents associations and of course, you can phone us. All of these details are available on our inspection website.

Everyone who provides feedback will be entered into a prize draw for your chance to win up to £100 of shopping vouchers!

Also enclosed in this letter you will find:

- A letter from the Audit Commission outlining a short summary of the inspector's findings
- A summary of our action plan
- The short questionnaire

The full report from the Audit Commission is available on our web-site, www.olford.org/aboutus/inspection.

If you have any questions or would like us to send you a copy of the Audit Commission's report, please email inspection.feedback@circleanglia.org or call Shirley Neighbour, Resident Participation Services Manager on 020 7204 1526.

Yours sincerely

June Morton
Managing Director