



# Local Offer Action Plan

This local offer action plan will feature in our 2011 Strategy Plan.

All local offers will be implemented by 1 April 2011

Promote Tenant Choice Fund

Run an advertising campaign with customers and staff

External Security Review

Consult with residents about their views on external security, and publish the results and what we can do within our budgets

Gardening Scheme 2011

Investigate the potential for extra gardening services customers can pay for

Tell you when to expect replacement kitchens, bathrooms etc

Provide you with information through the new Mytenancy system from April 2011

Continue to tailor services based on customer insight

Collect 100% customer data and use information to provide the right services e.g. Home Repair Service for over 55's and people with disabilities

Ensure we visit smaller more remote schemes annually

Ensure these schemes are covered in our annual walkabout programme, involving local customers

Provide Neighbourhood Warden services	Look into ways of tapping into local warden services with other partners
Use staff language skills to help BME customers especially around the repairs service	Ask our staff with language skills to become more involved in promoting the repairs service
Carry out annual checks to rainwater goods	Look at the costs and benefits of carrying out annual inspections/clearance and publicise what we plan to do
Involve customers more in where and how we develop new homes	Involve the new tenant Review Board in scrutinising proposals for new developments
Involve more customers in Value for Money initiatives	Run a campaign through the customer newsletter and involve Review Board and customer Panels as standard item on meeting agendas.
More local facilities for drop in	Raise awareness of local surgeries home visits, walkabouts and scheme events in all areas.

For more information log onto our website [www.svha.co.uk](http://www.svha.co.uk)



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