

Local Offers

Liverpool Mutual Homes

Your guide to LMH Local Offers



Chief Executive Steve Coffey

For those of you who were tenants of Liverpool City Council prior to the properties transferring to LMH you may remember the "offer document" that you received detailing the level of service you could expect to receive from LMH once the properties transferred.



LMH have been delivering against these service offers for the last 3 years and we have reported back to you on progress and performance along the way. You may remember that in our Annual Report, which was delivered to all tenants in September 2010, we spoke about the Tenant Services Authority (TSA) and the new requirement for all social landlords to work with their tenants and produce local offers.

Local offers describe the type and level of service that will be delivered locally and how the landlord will monitor their performance against the standards of service agreed with tenants.

We feel that we already have local offers in place (we often refer to these as "promises made in the offer document") but given the new requirement from the TSA we thought it was probably the right time to look at reviewing these with our tenants.



During the year we have been talking to groups of tenants and looking at all the feedback we collect from you on the services you receive from us and we have now produced draft local offers for you.

In this feature we cover:

- what you have told us about the services you receive or want to receive, and
- how we propose to deliver those services.

We want to have the local offers in place by 1st April 2011. We hope you find the information useful and we would welcome your views on the local offers.

If you have any comments or ideas after reading this feature then please contact LMH Connect and ask for the Customer Involvement Team or email your feedback to info@liverpoolmh.co.uk by 21st March 2011.

Neighbourhood and community standard - LMH offers

You said you wanted a landlord who is committed to tackling anti social behaviour (ASB) in a firm but fair manner.

We will...

- publish our ASB Strategy and annual ASB Statement of Intent that sets out performance standards, response times and how we will deter, manage and tackle ASB in our neighbourhoods;
- outline tenants rights and responsibilities in the tenancy agreement and clearly explain these to new tenants when signing up for their tenancy; and
- have a dedicated Manager and Safer Estates Team to tackle ASB.

You wanted us to publicise how you can report ASB and what LMH will do to respond to ASB reports.

We will...

- Give all tenants reporting ASB the following:
 - information explaining how LMH manages ASB, including supply of incident diaries to record further incidents and build an evidence base;
 - a response within 24 hours for urgent cases including hate crime and domestic violence
 - a response within 5 working days for less urgent cases; and
 - a 24 hour 7 day a week reporting service and keep them informed about the progress of their case.

You wanted us to provide opportunities for tenants to monitor performance and action on ASB e.g. via tenant inspection of LMH's ASB services.

We will...

- deal with ASB promptly and maintain a special software system to record, audit, monitor and manage performance standards on ASB;
- provide quarterly reports to the Tenant Scrutiny Panel, Customer Experience Committee and local forums; and
- publish our performance on the web site, in the newsletter and via an annual report.

An image of an 'Incident Diary' form from LMH. The form is titled 'Incident Diary' and includes the LMH logo (Liverpool Mutual Homes). It contains the following text: 'Keeping good records of all incidents of anti-social behaviour you witness is the only way of ensuring we have good evidence to resolve the problem.' Below this, it says 'For urgent advice outside office hours please call our out of hours service on' followed by two phone numbers: '0300 123 2300' and '0800 678 1894'. Underneath the numbers is the 'LMH CONNECT' logo. The form also includes the text: 'Please note staff cannot attend outside office hours. Important: In a genuine emergency always dial 999 first'. There are two horizontal lines for 'Office use only:' and 'Case reference no:'. At the bottom, it says 'When you have completed this diary and returned it to LMH, we will confirm receipt and contact you to discuss the contents within 24 hours'. The footer of the form reads 'Pride in Our Homes, Proud of Our Neighbourhoods'.

You wanted to be able to influence LMH's ASB policies and procedures.

We will...

- involve you every time we review our approach to tackling ASB; and
- agree with you any changes to how we deliver this service before we implement them.

You wanted us to provide resources to support witnesses and victims of ASB.

We will...

- provide support to victims and witnesses – we will accompany all witnesses to court and encourage a personal approach to build confidence in our services; and
- have a dedicated budget for safety and security measures to protect vulnerable properties.

You wanted us to support initiatives and activities that help prevent, minimise and tackle ASB.

We will...

- ensure our approach focuses on developing preventative measures tailored towards the needs of customers, their families and communities;
- have a range of measures to help vulnerable tenants with support needs which includes improving the behaviour of some of our most challenging families who may be in danger of losing their home through ASB; and
- support and develop youth activities and work closely with youth offending and intervention services as well as 'community payback' programmes.

You wanted us to publicise outcomes and actions on ASB - to build community confidence and encourage residents to report incidents.

You wanted us to undertake satisfaction surveys with victims of ASB to continually review and improve the service.

We will...

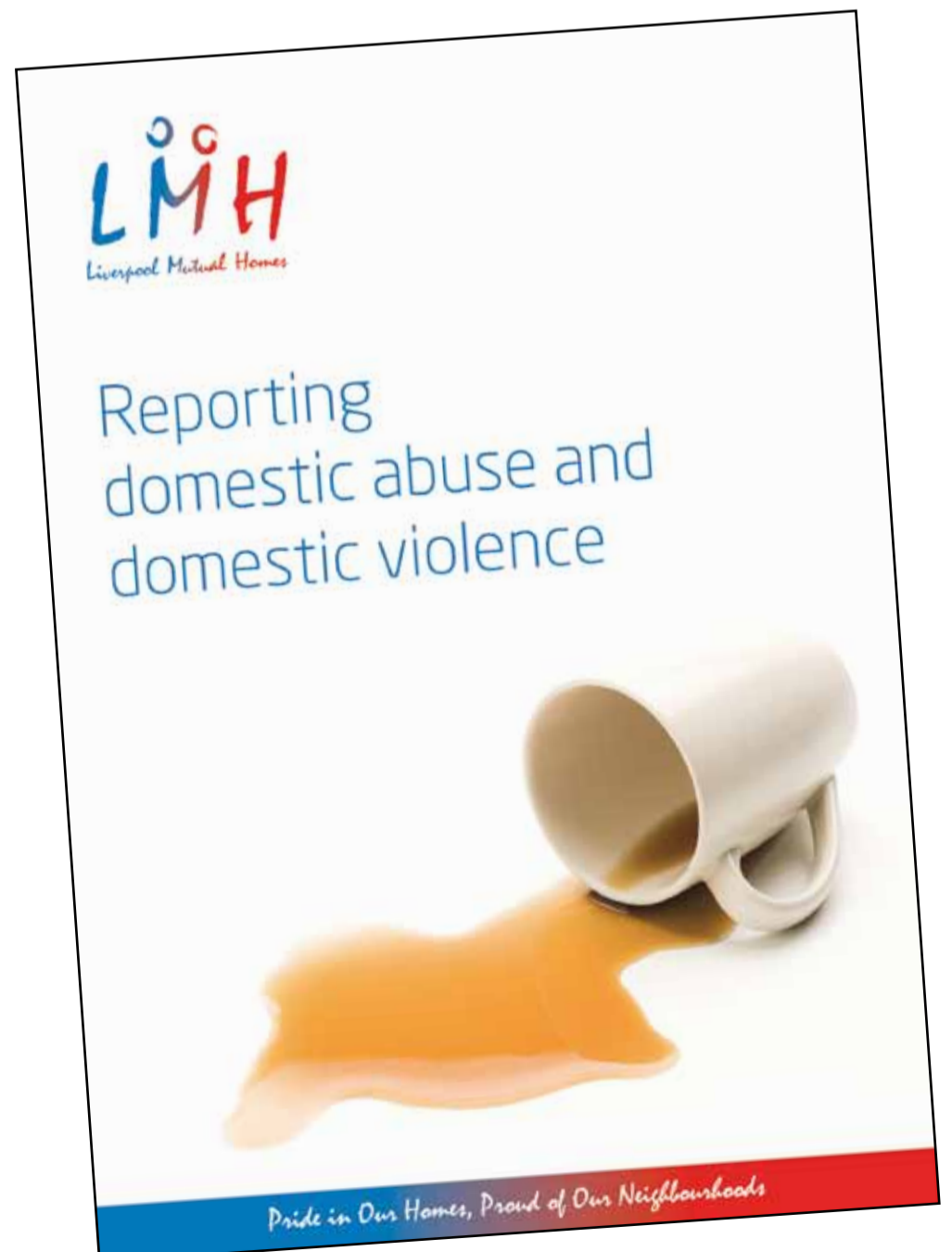
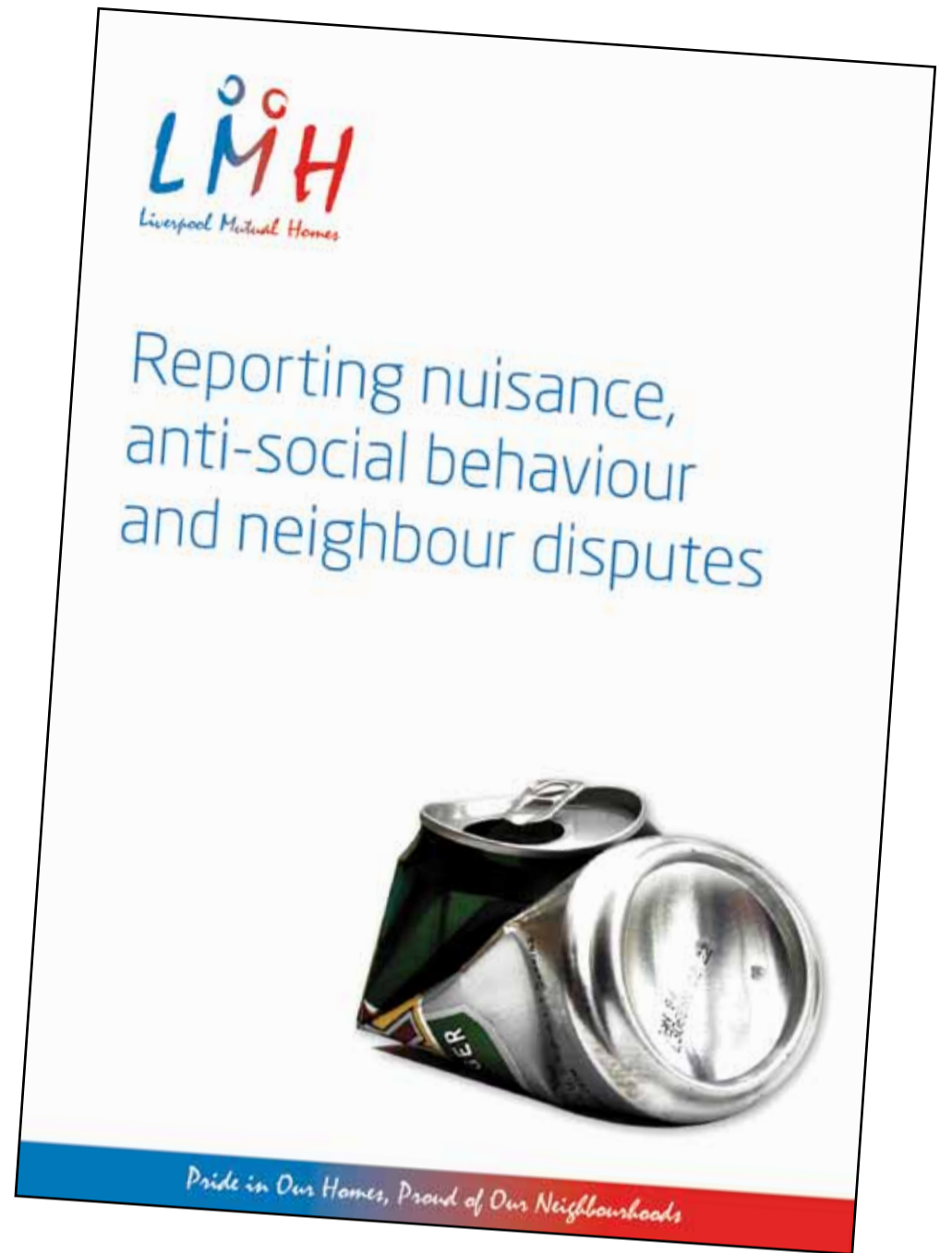
- have leaflets about our approach to tackle ASB which will also be provided as part of the Tenant Handbook, available in reception areas, published on the Website and on request from our Customer Service Centre;
- have a dedicated feature in the LMH newsletter to tell you what actions we are taking against ASB and the results;
- develop Good Neighbour Agreements on some of our most challenging estates and encourage new tenants to sign up to these agreements to stabilise and strengthen communities;
- have a strong lead on ASB from Board level and throughout the organisation;
- work closely with all partner agencies such as the City council, the police and support organisations to identify and resolve ASB issues;
- have targets in place to reduce the number of vacant dwellings across the city that blight areas and attract vandals and fly tipping; and
- be recognised as an organisation that is a leader in tackling ASB and promoting community safety and health and wellbeing in our neighbourhoods.



You said you want us to work closely with other service providers to improve the neighbourhoods where you live.

We will...

- work with partner organisations and you to help promote social, environmental and economic wellbeing within our neighbourhoods;
- use LMH resources to create opportunities to bring in additional funding for other activities and initiatives wherever possible;
- promote training and employment opportunities within the organisation and with our partners to our customers;
- work with organisations that provide training, development support and advice by offering a range of services that includes access to funding, community accountancy and grant marketing links;
- work in partnership across our neighbourhoods to reduce grot spots and environmental issues, promote fire safety awareness, reduce crime and disorder and lessen fuel poverty; and
- ensure LMH environmental maintenance services deliver good quality grounds maintenance and cleaning services to our sheltered blocks, flats & maisonettes and open spaces demonstrating value for money in service delivery.



Home Standard - LMH offers

You want an excellent service when we are carrying out improvements to your home. You would like us to treat your home with respect and for it to be easy for you to contact us during the improvement works.
We will...

- hold open days and events for you to see the kitchen and bathroom choices on offer;
- provide clear and understandable literature, in a variety of formats, to help you through the process;
- write to you two months prior to work commencing to ensure you are involved in the decision making process about works to be undertaken in your home;
- carry out a "pre-entry" survey, eight weeks before works commence, so that we can record any support issues that we may need to take into account;
- contact you again two weeks before works are due to commence with a provisional start date. We will confirm this again seven days before works begin;
- make sure you have a named Tenant Liaison Officer (TLO) whilst works are being carried out to your home. They will supply you with their contact details prior to the work commencing;
- leave a simple to use form with you during the works which allows you to tell us how you feel each days work has gone. This form uses "smiley faces" and tick boxes for ease. We will check these on a daily basis in order to quickly respond to any potential issues;
- treat your home with respect. Dust sheets will be used and floors will be adequately protected with a suitable covering whilst work is taking place. We will leave your home clean and tidy at the end of each working day;
- not start work in your home before 8.00am and finish no later than 5.00pm unless otherwise agreed;
- if we are doing large scale improvement work in areas we will provide a site based office where you can go if you have a query;
- make sure our staff, contactors, supervisors and operatives all wear colour coded jackets to enable you to easily identify staff. Staff and operatives will present themselves in a clean and tidy manner. They will carry identification card which will be displayed and produced when introducing themselves to our customers; and
- we will show you how to use new installations such as central heating, boilers and leave you with user guides for further reference.



You want an excellent repairs and maintenance service that is easy to use and provides good value for money. As such we aim to provide a quality repairs service, on time with the highest standards of customer care.

We will...

- offer access to our repairs services 24 hours a day – 365 days a year through our Customer Service Centre, LMH Connect;
- enable you to report repairs online at any time by visiting www.liverpoolmutualhomes.org or at any of our offices;
- have approved standards of cleanliness and behaviour for staff working in your home. You can expect us to use appropriate coverings to protect your floors and furniture when working in your home;
- ensure staff and contractors treat you with respect at all times, wear appropriate uniform for the job and display photographic identity card which they must show you when they introduce themselves;
- aim to complete over 75% of all repairs in one visit;
- aim to complete emergency repairs within three calendar days;
- do routine repairs within 20 calendar days;
- offer you an appointment when we schedule a repair. Appointments can be between 8am and 7pm Monday to Friday and Saturday mornings up to 12 noon;
- agree your appointment time when you first contact us and confirm this by letter or text – according to your preference;
- be flexible with priorities for customers with additional or different needs; and
- ask for feedback to make sure you are happy with the quality and responsiveness of the repairs service. Satisfaction levels will be reported via our annual report, newsletters and website.



You want LMH to have a well managed programme for long term maintenance of your home. We will...

- maintain the quality of your home and the surrounding environment by utilising the £900million we have available to invest over the next 28 years;
- regularly monitor, test and service gas and electrical appliances that we have installed in your home. We will test gas appliances annually and electrical systems every 10 years;
- have specialist maintenance arrangements in place for lifts, door entry systems and other statutory safety requirements such as legionella testing;
- carry out external repairs and painting programme to all properties including communal areas every 5 years;
- once our Improvement Programme is complete replace kitchens every 20 years and bathrooms every 30 years;
- continue to survey our homes on an ongoing basis and plan our investment to ensure we continue to meet our high standards; and
- continue to invest in energy efficiency measures and provide you with advice on how to reduce your energy consumption and running costs of your home.

You want a consistent high standard in communal areas. You want to ensure they are cleaned and maintained to a high standard. We will...

- clean the communal areas in blocks of flats twice a month;
- cut the grass around flats and sheltered schemes up to a maximum of 20 times in the growing season and aim to keep the maximum grass height prior to cutting of 50mm and the minimum height after cutting to 25mm; and
- involve customers in agreeing standards and provide regular feedback on satisfaction with our performance.

You want adaptations carried out if you can no longer manage independently in your home. We will...

- identify a separate budget to fund adaptations to our properties each year.
- provide minor adaptations such as grab rails, hand rails, lever taps without an assessment by an Occupational Therapist;
- write to you when we receive a recommendation for adaptations and explain the next stage of the process to you. We aim to do this within 10 working days of receiving the recommendation;
- visit you at home to discuss the recommendation made and we will let you know whether the adaptation can be made to your home within 20 working days of the visit;
- work with Occupational Therapists and other agencies to assess your needs and identify which adaptations could help you if you have more complex needs;
- let you know our timescales for completing work and, if we subsequently can not complete the work within the timescale we will contact you and keep you informed;
- send you a quarterly update to let you know the status of your application while you are on the waiting list; and
- explain the reasons for not approving your application, if appropriate, and advise you how your needs could be met;



You want empty homes to be brought back into use as soon as possible.

We will...

- aim to complete repairs to empty homes within an average of 21 days;
- let prospective tenants know the minimum standard they can expect before they view a property. This is known as the "Lettable Standard";
- ensure that all vacant properties are improved to this standard;
- where possible incorporate improvement works prior to customers moving in – this will mean properties reach the higher 'LMH Standard';
- ensure that all vacant homes are cleaned and all necessary safety checks undertaken prior to the tenant moving in; and
- ensure that all empty homes are secured to a high standard;



How we will monitor our performance against the HOME standard Customer satisfaction is measured using an independent organisation who contact customers to find out their view of our repairs and maintenance services.

We will...

- monitor the improvement of our properties against the Decent Homes Standard and the higher 'LMH Standard' providing updates to customers via our website and newsletters;
- publish performance information showing;
- % improvements completed against target;
- % tenants satisfied with the improvements;
- use learning points from complaints we receive to improve our services. We will tell you about this in our newsletters and on our website;
- audit check 10% of all completed repair works for quality purposes; and
- mystery shopping tests will also be used to judge whether customers receive a high standard of service when ordering a repair.



Tenancy Standard - LMH offers

**You want rents that offer value for money.
We will...**

- charge rents in accordance with the framework set out by the Government;
- comply with Government regulations moving towards target* rents. The vast majority of our tenants will reach target rent by 2016/17; and
- notify you in writing each year of any increases in rent and service charges four weeks prior to the increase.

You wanted clearer rent statements to be delivered quarterly. You told us you were happy with the rent payment methods available and how to access them.

We will...

- send out rent statements quarterly in a clear format that has been approved by our Rent Customer Focus Group;
- post out a rent statement within 1 working day, upon request; and
- provide a new or replacement payment card within 5 working \ days of request.

We will offer a wide range of payment methods, including:

- direct debit – any date or frequency
- rent payment card – using a ‘swipe card’ at any Payzone outlet
- telephone payments by debit card
- in person by cheque, cash or debit card
- internet payments
- postal payments by cheque
- Housing Benefit – we will calculate whether you could be eligible for housing benefit to assist you with paying your rent and when requested will assist you with completing the claim form.
- we will give a receipt for all payments received at our offices or post out a receipt for telephone payments.

You wanted to be able to access advice on welfare benefits, money and debt advice and you wanted this service to be delivered face to face, via telephone, an appointment at your home or in a surgery based at the local office.

We will...

- offer a home visiting appointment service to discuss welfare benefit/money advice issues; and
- offer all prospective tenants a pre-tenancy interview to provide welfare benefit/ budgeting and money advice.



You wanted email and text to be used in addition to letter and visits as a method of contacting you over rent issues and as a reminder of appointment times and dates.

We will...

- contact you by your preferred method of communication to discuss rent and arrears problems, which could include text, visit, letter, email or telephone; and
- ensure that all our letters and arrears correspondence are in plain English and have the wording of standard correspondence approved in consultation with the Rent Customer Focus Group.

You would like LMH to provide information on how to manage money and provide signposting to specialist agencies when required.

We will...

- assist you by doing a money assessment to ensure you are maximising your income and receiving correct benefit entitlements;
- pursue rent arrears in accordance with our policy, which is available on request;
- make a reasonable agreement with you to clear your arrears. We will take no further action if you keep to the arrangement;
- use local venues in communities to make it easier for customers to speak to us and include partners from other agencies where possible for services like money advice; and
- work in partnership with other agencies to provide information and support available on money management and budgeting, and when required offer signposting to specialist agencies.

Lettings

You wanted a fair and open letting procedure and in particular tightening up of procedures to help reduce fraudulent applications.

You wanted lettings procedures that were written in plain English and easily understood by applicants.

You wanted comprehensive information in the New Tenant Sign-up Pack including the production of key leaflets in large print.

We will...

- adopt the same Allocation Policy as the City Council;
- support the Choice Based Letting Scheme - 'Propertypool';
- advertise a minimum of 80% of our vacant properties via Propertypool;
- take a lead role in the development of the Sub Regional Choice Based Letting Scheme - 'Propertypool Plus';
- produce a summary leaflet of our Allocation Policy which will be available to all, free of charge, and the more detailed Allocation Policy will be available via our website;
- identify fraudulent applications and take appropriate action to make sure applicants are rehoused in accordance with the correct priority;
- implement an automated renewal process to make sure our waiting list is vibrant and up to date and at the same time, help us to direct offers to those in the greatest need; and
- extend choice to our customers by revising and publicising the facility for tenants to exchange.



You wanted to influence and agree the key targets to be included in all relevant procedures and how we monitor and report back to you on our performance.

We will...

- provide performance reports every four months to the customer involvement steering group and publish on our website;
- consult and agree with you the other performance information you want to see and in what format;
- extend our consultation on the Allocation Policy by establishing a Tenant User Group that will regularly review whether or not we have delivered on the commitments contained in our Allocation Policy and associated procedures; and
- provide information on our web site advising applicants of the likely waiting times for an offer to help them understand how long they can expect to wait before being rehoused.

You wanted to influence and agree the detail of any local lettings policies.

We will...

- consult and agree with local residents any new Local Letting Policies.

You wanted to be able to pay for the home contents insurance scheme by direct debit, clearer application forms and statements together with extended cover for belongings outside the home.

We will...

- provide an improved insurance scheme to policy holders at a reduced premium; and
- undertake regular consultation with policy holders to establish levels of satisfaction and identify any additional opportunities for improvement.

You wanted a tenancy agreement that protects your rights and clearly sets out your responsibilities and LMH responsibilities.

We will...

- offer you clear and effective tenancy agreements that meet legal and statutory commitments; and
- honour the LMH promise within the stock transfer offer document on Right of Succession for all eligible tenants who transferred from Liverpool City Council to LMH in April 2008.

Involvement and Empowerment standard - LMH offers

You said that you prefer to contact us by phone with the choice of a free phone number or local call rate number for mobile users.

You said you want LMH to deal with as many enquires as possible at first point of contact.

You said you wanted to be able to contact the “right person” to deal with your enquiry.

We will...

- provide information on how you can access services. This will be ‘customer approved’ in plain language and available in alternative formats;
- agree with customers a set of service standards in relation to access to services;
- provide a Customer Service Centre LMH Connect to manage all telephone enquires. Customers are able to access LMH Connect by a free phone number 0800 678 1894 or a local call rate number 0300 123 2300;
- aim to answer all calls within 30 seconds; acknowledge letters and faxes and emails within 48 hours, and answer them within 10 days;
- provide a service for reporting repairs and anti social behaviour out of office hours;
- measure our performance dealing with as many customer enquires as possible at first point of contact;
- provide a website to enable you to access LMH’s services 24 hours a day seven days a week;
- provide facilities to enable customers who prefer face to face contact to access our services. These offices will have their locations and opening hours clearly publicised;
- see customers at any office within 10 minutes of your arrival or give you the chance to make an appointment;
- enable you to request a home visit to discuss any issues relating to our services. We will carry out a home visit within 3 working days unless you request a later date; and
- provide a newsletter four times a year. This will include information on how well we are performing and how you can access services.

You said you wanted LMH to make it easy to give feedback and make a complaint and that we should have a well managed complaints process with clear information on how complaints are managed and how we use them to improve services.

We will...

- make it easy for customers to complain. We will publish our complaints policy and tell you how complaints have been managed and how they have been used to influence services. We will do this via newsletter, on our website and in local offices;
- manage complaints and ensure they are responded to within published timescales. We will ask customers for feedback on how well they consider LMH has managed their complaint;
- hold two Focus Groups each year to meet with customers who have had cause to complain to identify potential improvements in complaints management; and
- monitor which customers do not make complaints with the aim of ensuring there are no barriers to service delivery.



 **0300 123 2300**

 **0800 678 1894**

LIH CONNECT

You said you wanted a landlord who shows commitment to listening and involving tenants at all levels throughout the organisation. You want a landlord who offers real opportunities to make decisions to tenants.

We will...

- encourage tenants to become one of our 8 tenant Board members and provide the necessary training and development opportunities to enable them to become active members of our Board;
- encourage all tenants to become shareholders of LMH and increase the number of shareholders each year;
- have a Tenant Scrutiny Panel that independently challenges LMH to improve services where appropriate and ensure services offer value for money; and
- report back to you on the impact of tenant involvement and how this has influenced how LMH delivers services.

You said you wanted a dedicated budget for tenant involvement which tenants can influence.

We will...

- resource involvement with a dedicated budget that will be agreed with tenants;
- have a dedicated team of Involvement Officers to support and arrange engagement activities; and
- encourage and fund the development of new and existing local Tenant and Resident Associations.

You want a landlord who offers a choice of ways to get involved.

We will...

- agree with you a menu of involvement methods that best suit your needs and publish this each year; and
- provide support and training to enable you to get involved in the way you choose.

You want opportunities for tenants to monitor and challenge LMH performance at a local level.

We will...

- provide opportunities for tenants to monitor and comment on locally based housing and repair services;
- gather customer satisfaction and performance information through customer surveys and other activities that help to assess the services LMH provides and inform customers of the results; and
- set up a programme of estate walkabouts.

You said you wanted more local events that build a sense of community whilst involving people.

We will...

- agree with you an annual programme of local events across the city;
- provide assistance to enable tenants to take part in local consultation events; and
- establish an annual budget to support local involvement projects.

You said you wanted more involvement and activities for young people.

We will...

- hold an annual young persons conference;
- hold events to engage with young people at a local level and find out how they want to get involved with LMH and their community;
- establish a programme of engagement with local schools;
- develop our website to include social networking facilities used by young people;
- identify services and organisations across the city that support and engage with young people and promote these services to you;
- set up a young persons page in our newsletter and get young people involved in writing it;
- set up an annual programme of events for LMH TV.
- involve young people in mystery shopping LMH services;
- set up a young persons volunteering scheme; and
- establish a dedicated budget to support young persons activities.

You told us that you wanted services that consider the diverse needs of tenants in the way they are delivered.

We will...

- maintain a profile of our customers in relation to their support needs; preferred means of communication, first language and minority background details and review this at least annually to ensure it is up to date;
- use this information to help us design and deliver services which match customers' needs and expectations, such as employment and skills, money advice or additional services or adaptations;
- provide a profile of the diversity of our residents in our annual report to tenants each year;
- provide a language translation facility and our printed literature in Braille, large print and audio upon request and monitor the take up of this service;
- assess which groups of customers are not using our services to ensure it is easy for all LMH customers to contact us;
- monitor satisfaction of those tenants who have made use of LMH services across all diversity groups and aim for at least 85% satisfaction;
- respect your privacy; and
- seek to engage with as diverse a range of our tenants as possible to ensure that tenants who do engage with us reflect the diversity of the communities in which we work.

Sheltered Accommodation meeting the diverse need of tenants - LMH offers

You told us you want to be supported in your home, feel safe and secure and live in a clean, green environment.

We will...

- provide you with a handbook which explains;
 - o the services we provide;
 - o the standard of service you can expect to receive;
 - o how you can access these services; and
 - o the choices that we offer, wherever possible.
- within seven days of moving in to a sheltered home, we will talk to you about the support you need and will work with you to develop a plan to address any issues identified. We will review this with you every six months;
- visit you within the first month of you moving into your home to check you have settled in and everything is OK;
- support you to live as independently as possible;
- complete repairs when we say we will;
- check the building where you live is safe and keep the outside of your scheme clean and tidy;
- provide regular high standards of cleaning in all communal areas and communal bathrooms; and
- check the quality of cleaning and upkeep of outside areas with resident inspectors.

You told us you want it to be easy for customers to access our Sheltered Accommodation services.

We will...

- offer you a range of options for contacting us;
- ensure that you know how to use the Compliments and Complaints procedures;
- support you if you need to report anti-social behaviour;
- we will support you through the process; and
- organise a scheme walkabout every 6 months, Summer and Winter, so you can tell us what you think. We will then tell you what we are going to do about any proposals you put forward.



You told us you want the chance to get involved in how the sheltered service is run.

We will...

- publicise and provide opportunities for you to be involved in specific projects and training opportunities. This will enable you to be involved in how your homes is managed;
- talk together regularly, through scheme and group meetings, so you can have the opportunity to ask questions, share concerns or comment on our services;
- reimburse reasonable out of pocket expenses incurred by residents attending project or training events;
- in consultation with our residents produce and publish a range of opportunities for how residents can get involved in the management of their homes;
- provide feedback via newsletter, our website and scheme based meetings on how your views have been taken into account; and
- let you know the outcome of any consultation within 28 days.

You told us that it is important that we encourage residents to stay active and healthy.

We will...

- work with you to provide a range of activities at your scheme and ask you what you think about these activities; and
- work with partner organisations to promote access to activities both at your scheme and in the wider community.

You want to know how we will monitor our services.

We will...

- use a combination of surveys and tenant led inspection visits to sheltered schemes to assess how we are performing;
- use visits to our schemes, meetings and wider estates to check that;
 - you have a copy of your handbook;
 - at least 90% are satisfied that we comply with our Customer Charter;
- publish on a quarterly basis a sheltered newsletter that set outs how we are performing against our service standards and key measures of performance;
- monitor spending on training and development opportunities for sheltered tenants to ensure that you get value for money; and
- carry out a satisfaction survey with our sheltered residents once every two years.



How we will monitor our local offers

We will monitor how we are performing against the LMH offers in the following ways:

- by using our Tenant Scrutiny Panel to monitor the progress of all of our Local Offers and ensure that LMH are meeting all the service standards offered;
- establishing a programme of mystery shopping and tenant inspections;
- by analysing all tenant feedback and using this to improve and shape services to meet tenant expectations;
- by carrying out satisfaction surveys across all the main service areas and publishing the results of these on our web site, newsletter and performance reports to Board and tenant groups; and
- by comparing our performance with others at a local and national level we expect to improve our services for your benefit.

We will report back to you on how we are performing against the LMH offers in the following ways:

- by publishing an annual report to all tenants detailing how we are performing against our Local Offers;
- by providing our Board, tenant scrutiny panel and other tenant groups with quarterly reports on performance; and
- by publishing performance on our web site, in our newsletter and in LMH office reception areas.

If we do not perform to the standards offered the Tenant Scrutiny Panel will challenge LMH Board to put things right and make LMH staff responsible for carrying out specific improvement actions. The Tenant Scrutiny Panel will make sure the actions are completed and services to tenants are improved.

 **0300 123 2300**

 **0800 678 1894**

 **LMH CONNECT**

Head Office Commutation Plaza, 1 Commutation Row, L3 8QF



info@liverpoolmh.co.uk www.liverpoolmutualhomes.org