

Derby Docks

promise plus



What is Promise *Plus*?

Customers have helped us to develop seven Wulvern Promises, these cover the main services that all customers receive from us.

However customers felt that certain services need to be tailored to meet individual needs and priorities. Therefore we have worked with customers develop our 'Promise Plus' which reflects the specific needs of customers or a particular type of housing, locality or service.

Our Derby Docks Promise *Plus*

This document sets out our Promises to customers in relation to how we ensure that the Derby Docks is a good place to live.

The document has three sections which have been developed with our customers.

The first section sets out our Promises to you. The second section sets out the way we will measure and report our performance and in section three we explain how we will achieve value for money.



Our Promises to you

- Our Neighbourhood Co-ordinator (NCO) and Lettings Officer will carry out joint interviews with potential new tenants
- We will ask potential new tenants why they want to live in the neighbourhood
- We will continue to offer homes to those with support needs where their support is in place and will continue beyond the start of the tenancy
- We will ask all potential new tenants to provide references e.g. from previous landlords the Police or an employer
- We will carry out a starter tenancy visit six weeks into a new tenancy
- We will consider the profile of existing residents when allocating homes
- We will work with you to improve the neighbourhood's appearance and reputation
- We will ensure that all new customers understand and sign up to the Good Neighbour Agreement, their Tenancy Agreement and the Derby Docks Resident Agreement
- We will promote how you can get involved, and encourage you to help us improve your community
- Your NCO will hold regular surgeries and events and let you know in advance, when these will take place
- We will provide dedicated Caretaking, Cleaning and Grounds Maintenance services to ensure that your neighbourhood remains clean and tidy

Measuring our Promises

- We will monitor our performance with you
- We will conduct customer satisfaction questionnaires on the Caretaking, Cleaning and NCO services twice a year and publish the results
- We will publish the times and dates when the Grounds Maintenance team will be in the area carrying out work
- We will record and report on customer satisfaction with the Grounds Maintenance service
- We will report our results twice a year in a newsletter to customers
- We will monitor all of the above against customer data and information to assess if there are any trends and identify potential discrimination

Value for Money

We will consider and review the three key elements to delivering value for money:

Economy:

We will keep a close eye on what it costs to provide the service

Efficiency:

We will continuously explore ways of reducing waste and improving

Effectiveness:

We will measure the impact of what we achieve

- When a customer moves out of a Wolvern home it costs us on average £2800 to ensure the property is fit for the next customer. Therefore we will work with you to make sure that when you are offered a home on the Docks, it meets your needs and you are happy to move in. We will then help you 'pay and stay'
- We will monitor the quality and the cost of our services to ensure they provide value for money
- Through our starter tenancy visits, surgeries and meetings we will act quickly to stop potential problems and costs escalating

“I will help you to keep your neighbourhood clean and tidy”

Rose Hassell,
Cleaner on Derby Docks





Contact details:

Wulvern Head Office

Wulvern House
Electra Way
Crewe
CW1 6GW
Call 01270 506200

Wulvern Office Crewe

Edleston Road
Crewe
Call 01270 506200

Wulvern Office Nantwich

Beam Street
Nantwich
Call 01270 506200

**Opening hours for
Wulvern Head Office**

Monday – Friday 8.30am – 5pm

**Opening hours for
Wulvern Office Crewe**

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
1pm - 2pm

**Opening hours for
Wulvern Office Nantwich**

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
12.30pm - 1.30pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم
01270 506200

Chinese

如欲索取閣下語言的資料，請致電
01270 506200 向我們查詢

Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200
નંબર પર ફોન કરીને અમને પૂછો.

Italian

Per informazioni nella vostra lingua siete pregati
di contattare il seguente no.01270 506200

Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه په یوه ند یمان پێ بکه به
01270 506200

Polish

Po informacje w języku polskim prosimy
dzwonić pod numer 01270 506200

Portuguese

Para informação na sua linguagem, por favor
fale com nos, 01270 506200

Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,
01270 506200

Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی
01270 506200 پر رابطہ کریں۔

Bengali

যদি এই ডকুমেন্ট আপনার ভাষায়, টেপে, বড় আকারে বা ব্রেইলে পেতে চান তাহলে দয়া করে আমাদেরকে
01270 506200 নম্বরে ফোন করুন অথবা আমাদের কোন একটি অফিসে বলুন।



www.wulvern.org.uk

01270 506200