

# neighbourhood management promise



## Our Neighbourhood Management Promise

This document sets out our Promises to customers in relation to how we will manage your neighbourhoods.

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

- We will work in partnership with you and other agencies to improve the quality of your life and neighbourhood
- We will help keep your neighbourhood clean and safe by removing fly tipping, needles and graffiti from our land and communal areas within set timescales
- We will provide a Grounds Maintenance Service that is reviewed and monitored by you
- We will listen to you and through our Neighbourhood Investment Plans you will influence decisions for the improvement and maintenance of your home, neighbourhood and community
- We will use our WINS tool\* to measure the difference we make in your neighbourhood, ensure we make informed decisions and achieve value for money
- Through partnership working we will support personal and community development through volunteering opportunities and access to specialist support
- We promise to promote the best use of our homes to reduce overcrowding and under occupation
- We will offer a range of support to help you live and stay in your home

\* The WINS tool is used by Wulvern to measure the performance of our neighbourhoods. It captures and brings together a range of different issues occurring in particular neighbourhoods and helps us to make justified and evidence based decisions about these neighbourhoods.

## Measuring our Promises

- We will compare our performance both nationally and locally with similar landlords
- We will hold regular Grounds Maintenance Performance Panels with customers to ensure you have a say about your neighbourhood
- We will carry out Peer Reviews on our Grounds Maintenance Service, where customers will look at other landlord's services and vice versa, to see how they compare, in order to learn from each other and improve the service
- We will investigate why some customers leave their home, so we can tailor our support to prevent this from happening
- We will monitor all of the above against customer data and information to assess if there are any trends and to identify potential discrimination in our service

## 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

- We will work with you to discuss value for money, performance, customer satisfaction and areas for improvement
- Where possible we will tender contracts to ensure value for money and involve customers in selection panels
- We will work with other agencies in your neighbourhood to create efficiency and savings
- We will compare our service both nationally and locally with similar landlords to ensure value for money
- By dealing with offensive graffiti and needle sticks within 24 hours we will stop issues escalating and causing more harm
- We will use the WINS tool\* to demonstrate the difference we have made in your neighbourhood





**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 یی 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](http://www.wulvern.org.uk)

**01270 506200**