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Milnbank
HOUSING ASSOCIATION



Summary of

SERVICE

DELIVERY

STRATEGY

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The following provides a summary of Milnbank Housing Association's Service Delivery Strategy

INTRODUCTION

This section provides a definition on the range of services Milnbank Housing Association (MHA) delivers to tenants, owners and other service users. MHA provides details of the 14 Scottish Social Housing Charter Outcomes and how MHA strives to achieve these standards.

FRONT LINE & OTHER SERVICE DELIVERY

All employees are charged with providing a service to tenants, owners and other customers either directly or indirectly, however, it is recognised that there are certain key staff whose main task is to be pro-active in delivering the more direct 'front line' aspects of service delivery. This section focuses on what the Association expects and means by efficiency from 'front line' service delivery, including the proposals to deliver this.

- a) SCOTTISH SOCIAL HOUSING CHARTER
- b) ESTATE MANAGEMENT
 - Staff resources
 - Recording systems
 - Estate Management Policies
 - Working in partnership with other agencies
 - Dealing with Anti-social behaviour issues
- c) MAINTENANCE & REPAIRS
 - Staff resources
 - Home visiting service
 - Window cleaning service
 - Stair cleaning service
 - Other service delivery
- d) HOUSING SUPPORT
 - Providing specialist housing for vulnerable tenants
- e) RECEPTION SERVICE
 - Customer Care
 - Telephone monitoring

e) OTHER SERVICE DELIVERY

- Recognition Awards, Use of IT and working in partnership with other organisations.
- Service Delivery Satisfaction Surveys
- Factoring Service
- Sustainability
- Wider Action
- Benchmarking

f) SERVICE DELIVERY & COMPLIANCE TARGETS

Front line service delivery:

- Housing Services
- Estate Management
- Repairs & Maintenance
- Reception
- Services for Owners
- Support Services
- Carbon Footprints Nursery

Compliance:

- Governance
- Community Activities
- Finance
- Human Resources
- Development

A full copy of the Service Delivery Strategy is available on request; please contact the Association's office for further details.