

mhs homes under the magnifying glass!

mhs homes wants to be a provider of "best in class" services to our customers. To help us achieve this, in February 2010 we will be undertaking a very thorough and in depth independent examination of the services that we provide to you, the customer.

Why?

It is common for housing providers like mhs homes to be subject to inspections of their service to measure how good they are. mhs homes is subject to the same regulations and codes of good practice as registered landlords. We work to the same standards having achieved accreditation by the Housing Corporation (now the Homes and Communities Agency, the HCA), and you should have confidence that the service we are providing is good and that if parts of it are not as good as it could be, that we are doing something about it.

So, we want to have an independent assessment to find out how good our services are and whether they meet your needs. This will also give us a solid foundation for improvement of our services in the future.

A close examination

Experienced external consultants a firm called Campbell Tickell, will be doing this work for us. They will closely examine all of our areas of service, how we do things, looking at value for money, how accessible our services are, how information reaches you the customer and how you influence the way we work.

Over the next four months, we will be getting together a portfolio of evidence that clearly demonstrates how we work. The consultants will then review this and test it out to see if we are really doing what we say we will and what you have asked us to.

What happens then?

At the end of the inspection we will get a report back which will tell us:

- the things we are doing really well at
- and the areas where we need to improve

From this report, which we share with you, we will then work with you to develop a plan that will help us improve our services to you in the future.

We need you!

Part of the testing will involve the consultants speaking to some of our customers and other people that work closely with us like contractors and Medway council. They will want to find out for themselves what people really think of our work and how we do things, and they will choose who they would like to talk to. This might mean they will contact you to ask your views or to invite you to take part in focus groups. This won't take place until the New Year and we will write to you again before then to remind you what this is about. We'll also make sure you have evidence that anyone who contacts you is from our appointed consultants so you have confidence that they are really who they say they are.

We will be sending you regular updates about our progress and will be pleased to answer any questions you may have. Watch out for more information soon!

If you have any questions please contact Customer Services on 0845 113 3000 or email us : post@mhs.org.uk

If you would like to know more about the type of test we are taking, you can find out more on the following website www.audit.commsion.gov.uk