

Short Notice Inspection Action Plan

The inspection... our next steps

We welcome the Audit Commission's assessment of the resident involvement service and have now begun the task of developing the Improvement Plan, which the Audit Commission will assess in **December 2009**.

Over the next 2 months we will be consulting with you with the aim of:

- Discussing the Audit Commission's findings and recommendations
- Finding out what you think about the current resident involvement service
- Identifying specific service areas that need to improve
- Involving you in deciding how those services will improve
- Drafting and agreeing a detailed action plan

How we will consult

We aim to consult a diverse range of tenants and leaseholders using the following methods:

- Surveys
- Focus groups
- Consultation events
- Director's visiting residents in their homes
- Community centre roadshows
- Exhibitions in our offices
- One Housing Group website
- Discussions with MPs, Councillors and other partners

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Timetable of events

Action	Dates
Consultation phase	From 19th October to 14th November 2009
Surveys sent to all tenants and leaseholders	2nd November 2009
Deadline for returning surveys	13th November 2009
Draft action plan published on One Housing Group website	25th November 2009
Deadline for comments on draft action plan	30th November 2009
Action Plan submitted to the Audit Commission	7th December 2009

Getting involved in the consultation

Getting involved in the consultation process is a way that you can express your opinions about the services you receive and put forward suggestions for improvements.

The enclosed invitation provides details about the consultation events taking place.

Everyone who takes part in our consultation will be entered into a prize draw to win **£50 shopping vouchers**.

Need more information?

For more information or to request documents in alternative languages, large print or Braille you can:

- Visit **www.onehousinggroup.co.uk** and click on the **Short Notice Inspection** link within the Resident Services section
- Call our Customer Contact Centre **0300 123 9966**

