

AUDIT REPORT SEPTEMBER 2007

STRENGTHS ARE NOW OUTWEIGHING THE WEAKNESSES FOR LEASEHOLDER SERVICES.

Following the Audit Commissions Inspection and subsequent accreditation of A1 Housing being a 2 star promising organisation, leaseholder management featured as an area where significant progress has been made on many key issues. The Commissions Report highlighted that the progress made has resulted in the previous weaknesses now being outweighed by the strengths.

Leaseholders will be aware that services, consultation and communication have improved greatly over the last 6 months. We are looking to continually improve by developing our service delivery to even higher standards. With this in mind we need to gauge the impact the current changes have had on leaseholders and what other improvements can be made. Within the next few months all leaseholders will be receiving a questionnaire to complete, the feedback will enable us to enhance and improve our service to you.