

Choosing to be a great landlord



Can culture be the key to REVving up your resident/landlord relationship?

- the culture and attitude..... the idea that social tenants are less worthy of respect or can be ignored when their views are inconvenient – remains all too prevalent today. - Boris Johnson
- a broader sense that they (residents) had not been treated with the dignity and respect they deserved..... The interests and perspective of residents must be given greater prominence in service delivery - Robert Jenrick





- While Maslow's hierarchy of needs may seem old hat now, it seems to reflect the themes of the White Paper in terms of satisfying not only basic needs but also respect, recognition and helping residents achieve what they want from their lives

Values and Culture Programme

- Colleagues wrote the values themselves through a guided workshop using our Employee Forum as the starting point



Our Values

We seek to improve lives through passionately promoting excellence in support, care and housing.

We will each commit to take responsibility for our role in our teams encouraging, respecting and supporting each other.

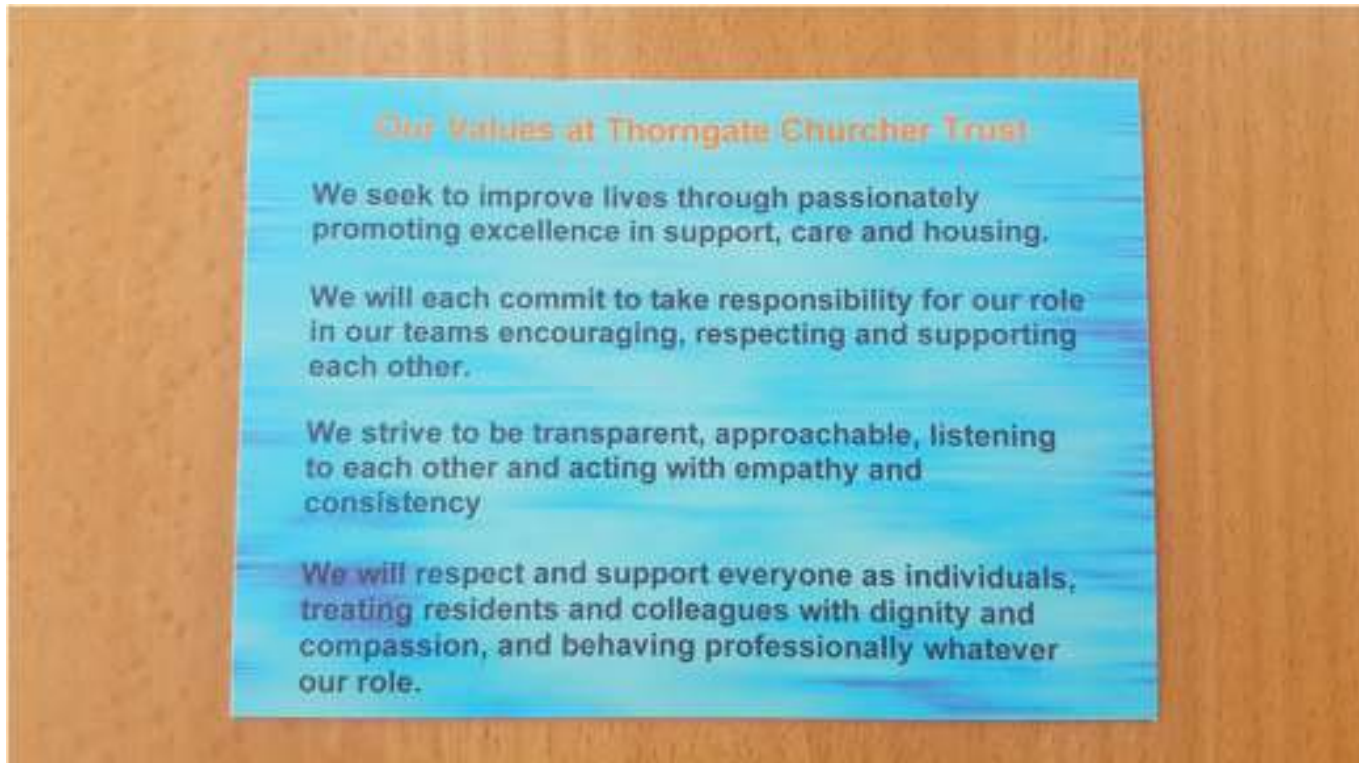
We strive to be transparent, approachable, listening to each other and acting with empathy and consistency.

We will respect and support everyone as individuals, treating residents and colleagues with dignity and compassion, and behaving professionally whatever our role.

Team Behaviour

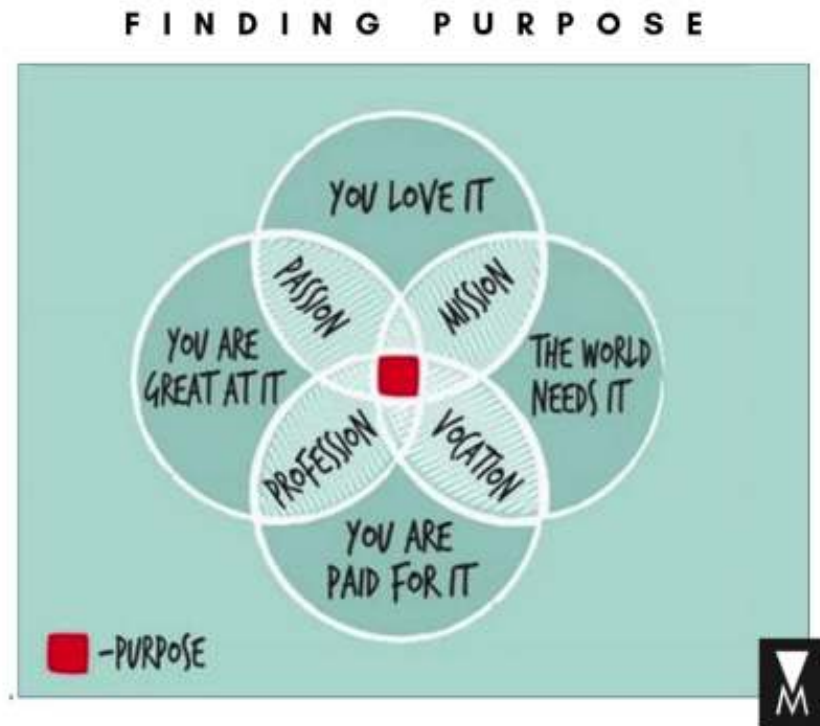


Help people to remember!



Moving Culture and Values Training Forward

Why passion, mission and purpose matter, how can we help people to enjoy ABC?



Leaders – behaviour and growth

- People don't leave bad jobs – they leave bad leaders, choose to be a great leader
- How having integrity and consistency results in a very special personal brand
- It's a journey for all of us, even Gareth
- Have an Expectations Conversation



What does all this effort deliver?

I am writing to say a personal thankyou to yourself and your wonderful team of carers.

You all made my mums last 10 months of her life at the Courts special in a way that I cannot thank you enough.

The care and respect my mum received was fantastic, you gave her dignity and surrounded her with kindness, gentleness, and love.

You were not just her carers doing you job, you were her loyal and trusted friends, brightening her day in good times and challenging times.

My mum always had a had a special place in her heart for the great work carried out in the homes. She loved working there, she loved living there and most of all, she loved you all.

Many thanks once again, I am forever indebted to each and every one of you.



Laura Bouttell

Increasing productivity through leadership programmes, in-person and online

November 9, 2021, Laura was a ~~friend of Anne's~~

Anne runs a great team who are full of enthusiasm for their work and delight in creating a wonderful environment for their residents. I recently spent a day with Anne and her team and was really impressed and very touched at their level of care and their loyalty to each other and the people they look after.

Achievement, Belonging and Control



If colleagues need this, what do residents need.....?



If colleagues need ABC, what do residents need.....? REV? Respect, Empower, Voice

From the White Paper – Resident's Charter

1. To be safe in your home. Basic Need
2. To know how your landlord is performing. Data - Regulator
3. To have your complaints dealt with promptly and fairly. Respect and Voice (culture)
4. To be treated with respect. Respect (Culture)
5. To have your voice heard by your landlord. Voice (Culture)
6. To have a good quality home and neighbourhood to live in. Basic Need
7. To be supported to take your first step to ownership. achieve what you seek – self actualisation - Empower

REV in context


- What does respect look like in our own context? Complaints process, resident feedback from external surveys.....
- What does empowerment look like? Not necessarily home ownership, understanding different residents have different desires for their lives
- Voice – probably easiest to tackle and see Michael Hill’s presentation, where are the gaps....whose voice aren’t we hearing.....are there gatekeepers in the organisation that stop us hearing what we need to hear.....



Commercial Benefits

- Staff Retention – housing staff retention is 84%
- Waiting List is 2 years 5 months
- Void % is 0.27% per annum

Last word from the residents.....



"I've made some really good friends here and feel totally at home," she said. "Everyone is so friendly, I love taking part in all the activities and as I still love baking there are plenty of people to bake for."



"This really is a great community, everyone is really friendly and we feel so protected and safe here. Thank you Thorngate Trust for giving us a home."