

BREIFING NOTE ON LOCAL HOUSING OFFERS

Local offers represent a new way of tailoring the services of social housing providers based on what tenants want. Southwark must ask tenants if they want local offers against three of the six Tenant Service Authority's (TSA) national standards for housing.

Southwark will be broadly outlining in their annual report, that will be available on the website on the 1 October 2010, how they will put offers in place. Those offers must come into force by 1 April 2011.

Local offers could cover a number of different areas. For example, how you consult tenants, manage your neighbourhoods or estates, or run your repairs service could each become the basis for a local offer. Providers must talk to their tenants about setting local offers against the national standards for:

- tenant involvement and empowerment
- home standards (including Decent Homes and Repairs)
- neighbourhood and community

The most relevant parts to our current scrutiny of the TSA standards are those that relate to Housing Repairs – including how a repair is reported and dealt with and the complaints process. The local offer could contain a Southwark standard/promise around these issues.

The TSA worked with a group of providers that tested local offers, and has published how these went. At some, tenants wanted local offers amongst all the providers based in an estate, town or county. Elsewhere the local offer was just for the tenants of one provider or even just with a particular group of residents and the provider. It is down to the landlords, with their tenants to decide what the local offer should look like.

Southwark are still developing the method of preparing the offer, and are currently planning to consult with residents through

- Questionnaires
- Focus Groups
- Existing resident structures

More detailed information can be found in the local offers toolkit from the TSA.
http://www.tenantservicesauthority.org/upload/pdf/Local_offers_toolkit_20100618100432.pdf

Southwark Council
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