

South Lakes Housing Tenants getting a good service – with more to come

The housing management and maintenance service provided by South Lakes Housing is 'good' and has 'excellent' prospects of improvement, according to an independent report released by the Audit Commission.

The Government watchdog found SLH has a strong customer focus, provides good quality housing management and maintenance services, offers plenty of opportunities for tenant participation and has a strong emphasis on value for money.

Paul Clark, the Audit Commission's Lead Housing Inspector for the region, said: 'South Lakes Housing is delivering good quality housing management services, while also carrying out large scale improvements to its homes. Its governing body, managers and staff demonstrate a strong commitment to service improvement and customers can have confidence that services will continue to get better'.

Peter Thomas, Chief Executive of South Lakes Housing commented, "Our tenants and other service users want a service which is customer focused, convenient and cost effective and it is great to hear that the Audit Commission has assessed that this is exactly what they get. What is especially important to us is that customers can have confidence that their services will continue to get better. "

"This result is well deserved" the **Chairman of the South Lakes Housing Board of Management, John Stanton** said, "staff have put in a lot of effort and we aim to build on the standards already achieved."

"The Tenant's Committee is delighted that the hard work of both tenants and staff has been recognised" commented **Wyn Sayers of Grange, Vice Chairman of the Tenants' Committee,** "the 'excellent prospects' judgement really reflects what we as tenants see every day – an enthusiasm in South Lakes Housing to keep improving and be the best."

Councillor Brenda Gray, SLDC's portfolio holder for Housing and Development, said, "The council is extremely pleased with the Audit Commission's report that South Lakes Housing is continuing to improve. Listening to tenants views has been at the heart of their success and the implementation of the Decent Homes Improvement Programme has been of great benefit to both the tenants and the council."