

Saffron News

Let us know your thoughts on this newsletter by emailing communications@saffronhousing.co.uk

SEPTEMBER 2024 ISSUE 1

Welcome to Saffron's brand-new newsletter for tenants and residents. 'Saffron News' will be sent as a monthly E-Bulletin, in between issues of Saffron E-News magazine.

The thinking behind 'Saffron News' is to keep you up to date with information, reminders, and how-to's. This is also your opportunity to have your say: email us any suggestions for content via the link below.

If you're new to Saffron, why not become a Saffron Community Member? Now's a great time to sign up as we are currently offering a prize draw. See page 2 for details.

Happy reading!

From Saffron Housing Communications Team

NEIGHBOURHOOD OFFICERS

Please note the below information about our **Neighbourhood Officers** and what their job entails. If you need to speak to your Neighbourhood Officer, call us on **01508 532000**.

- Neighbourhood Officers help manage tenancies, from moving in to moving out, and mutual exchanges.
- They work closely with other partner agencies such as local councils and the police on things like tackling Anti-Social Behaviour.
- Check gardens and communal areas are well maintained.
- Help refer you and sign post you to supporting agencies to assist with mental health and wellbeing, help with paying your bills and support to manage your tenancy and home.

COMMUNITY TRIANGLES

Come along to our Community Triangle

Community Triangles are a great way for us to engage with our tenants and the local community. Members of Saffron will be walking around the neighbourhood and will be free to talk to tenants about any issues or concerns they may have.



If you are a tenant or community leader, becoming a Saffron Community Member gives you lots of opportunities to get involved in our work to make a positive difference. Joining our Community Triangles is one such way! Our next Community Triangle takes place on Tuesday 29th October 2024 in Wymondham Central.

REGULATORY JUDGEMENT

In August, the Regulator for Social Housing confirmed the below three gradings for Saffron, following their inspection in May 2024.

- V2 maintained our existing complaint grade (this looks at our financial strength)
- G1 maintained our existing grade (this looks at how well we are run)
- C1 awarded the highest grade assessed against the new consumer regulatory standards (this is the most relevant standard as directly reflects on our progress towards delivering the best possible homes and services for tenants).

ACCESSIBILITY

This newsletter is available in large print, Braille, or audio format. To request an alternative format, please email us at communications@saffronhousing.co.uk.

TENANT SATISFACTION MEASURES

The government has implemented 22 Tenant Satisfaction Measures (TSMs) to enhance transparency in landlords' performance and empower tenants to hold them accountable. These measures include perception survey questions and management indicators. Click on the link [here](#) to see our latest survey results.

81.5%

Saffron homes are safe

4/5 tenants asked said they felt that their home is safe.

78.1%

Saffron is fair and respectful

78.2% of tenants said that Saffron is fair and respectful.

31.1%

Complaints handling

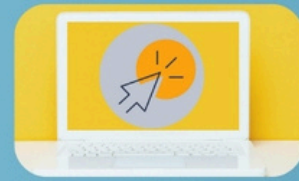
29.6% said they were happy with how their complaint was handled.

53.4%

Maintenance of communal areas

Just over half of tenants who took part in the survey felt satisfied with the maintenance of communal areas.

My Saffron Tenant Portal



“ I think the layout of the tenant portal is clean and clear. I like that I can log an enquiry, I think that's a great tool that keeps us informed of our progress. I think its great that we can clearly view our accounts, seek help, and manage payments all in one place, and the navigation is nice and clear. ”

Saffron Tenant

The My Saffron tenant portal has lots of benefits which you can access 24/7. The portal is a quick and easy way to find out important information and carry out tasks relating to your tenancy. Sign up via the link [here](#).



WEBCHAT

Did you know you can get quick and easy answers to your questions by using our online Webchat Service, available 24 hours a day?

To access Webchat, visit our website and click on the Webchat icon.



BECOME A SAFFRON COMMUNITY MEMBER!

At Saffron it is really important to us that we hear what you have to say. Becoming a Saffron Community Member means there are lots of ways you can volunteer and get involved to help shape our tenant/community engagement. Sign up [here](#).

COMING SOON!

Meet our Tenant of the Month in October's issue.