

Friday, 06 December 2024



Dear Tenant,

Tenant Consultation & Feedback

I am sending you information about our **annual rent increase proposal** which I hope that you will find this informative. Once you have read this you can give us feedback by using the enclosed feedback form or by completing an **online form** via this link

<https://www.surveymonkey.com/r/9NBD5W2> . We really want to hear your views so please give us your feedback. You can choose to be entered in a draw for one of four £50 Tesco vouchers.

I also want to tell you about some exciting new digital tools that we are introducing. To give us feedback on any of these areas there is another online form with 5 sections in it, it will take 10 minutes to complete. The link is **<https://www.surveymonkey.com/r/TCDEC24>**.

- We changed our Housing Management System in September 2023. The new system, **Rubixx**, allows us to use a **customer portal** which will allow you to access some of your tenancy information, like your rent account and household details, and report repairs online. If you are interested in signing up to this, please complete Section 1 of enclosed form, or the online link, and we will be back in touch with you to give you access;
- A digital solution, **CX Feedback**, will let us send information to your mobile phone or laptop. This will let us provide you with information much more quickly and will reduce the costs of printing and posting information to you. A recent example was last month when our telephone lines stopped working for the whole morning, with this new solution we could have sent a message to everyone to make them aware of the problem. We will also use it, instead of Survey Monkey, to get feedback from you. If you wish to opt into this new solution, please complete Section 2 of the form, or the online link;

We will also be introducing a **Customer Charter** - this will tell you about the service you should expect to get from us, what to do if we fail to deliver this service and how we would expect customers to treat our staff members. We have not finalised the Charter yet and would like to hear what you think should be in it. Section 3 of the form, or online link asks some questions about this and again we would like to hear your views.

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Overarching to everything we do is how we get tenants to participate and be involved with what Ark does. We will be introducing a new **Customer Engagement Strategy** in **2025-26** but in the meantime we have reviewed our existing **Tenant Participation Policy**. You can find a copy of it on our website by going to this link. If you would like us to e-mail or post a copy to you, let us know and we will do this. Please let us know what you think about this Policy by completing Section 4 of the form, or online link.

To allow us to have your most up to date **contact details**, please can you could complete Section 5 of the form, or online link and we will get these updated on Rubixx.

A number of years ago we asked all our tenants to provide information about their age, sex, disabilities, ethnicity, religious beliefs, etc. This information is defined as **Protected Characteristics**. We never use this information on an individual level, unless the characteristic means that we need to make an adjustment to the way we deliver our service, for example if a tenant is blind, we would provide information in an audio format if this is what the tenant wanted. This information allows us to consider the overall profile of all our tenants to check that we are not discriminating against any particular group of tenants. If you have not provided this information to us, we have enclosed a form and it would be really helpful if you could complete it and send it back to us.

Thanks for taking the time to read through all the information in this letter. If you have any queries about any of it please contact our customer services team on customer.services@arkha.org.uk and someone will get back to you as soon as possible.

Our office will close for the Christmas break at **1pm on Tuesday 24th December 2024** and re-open again at **9am on Friday 3rd January 2025**. If you have any repair issues during that time you will get the contact details for our contractors on our website www.arkha.org.uk .

And finally, if you celebrate the Christmas festivities, I hope you have a lovely time with family and friends and best wishes for 2025.

Yours faithfully,



Fiona Ross
Head of Housing Services and Customer Experience.