

## Appendix B - Profile of Local Offers

	Aragon	Aldwyck	BPHA	CBC	Jephson	LBC	Total
<b>Areas Covered</b>							
Resident Involvement/Tenant Participation/ Customer Consultation	√	√	√	√		√	5
Neighbourhood management/Estate services/Estate walkabouts	√		√	√	√	√	5
Anti-social behaviour	√	√	√	√		√	5
Responsive repairs	√	√		√	√	√	5
Planned repairs/cyclical maintenance/major works	√			√	√	√	4
Complaints	√	√	√	√			4
Retirement services - including communication and involvement	√		√	√		√	4
Letting Homes/Choice based lettings				√	√	√	3
Gas checks		√		√			2
Aids and Adaptations	√				√		2
Rent collection/arrears management				√		√	2
Provision of money/debt advice	√			√			2
Tenancy (eg accompanied viewings,				√		√	2
Co-operation with local partners	√						1
Leaseholder services				√			1
Support for vulnerable customers		√					1
Customer service standards					√		1

### Key:

Aragon =	Aragon Housing Association
Aldwyck =	Aldwyck Housing Association
BPHA =	Bedfordshire Pilgrims Housing Association
CBC =	Central Bedfordshire Council
Jephsons =	Jephsons Housing Association
LBC =	Luton Borough Council