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Date: 28th January 2010

Dear Resident

The results of our short notice inspection at Stadium Housing Association

A team from the Audit Commission has recently inspected some of the housing services provided by your landlord. This letter tells you what we found.

We focused on Stadium Housing Association's services to those of you who live in rented homes (we did not look at supported, temporary or leasehold housing). We looked at how it:

- carries out repairs to your homes;
- meets its legal duty to service your gas appliances every year; and
- manages rent arrears.

When we did this we also asked the following questions:

- how easy it is for you to access these services?
- what do you think of Stadium's customer care?
- how does Stadium cater for different peoples' needs?
- does it provide value for your money in these services?

Overall, we found that Stadium does some things better than others. Below we tell you about the main things we found:

1. In general

Staff are committed to providing a good service to you and your telephone calls are usually answered quickly. Stadium is also working hard to provide services which meet customers' different needs. However, compared to other landlords, customers are much less satisfied with Stadium's services. The Customer Service Centre does not sort out enough of your queries the first time you call. Stadium is not doing enough to check that it is providing services fairly and equally to all its customers.

2. Response repairs

Most repairs are done on time and residents have a say in how the service is provided. The annual visit to check if repairs are needed is a good service which residents are very happy with. However, satisfaction with the repairs service is very mixed and Stadium does not fully understand why this is. Almost one in ten appointments for repairs is not kept and one in four repairs need more than one visit to complete them.

3. Gas servicing

While most residents are happy with this service, too many homes have not had an annual safety check and Stadium is not doing all it can to make sure that residents allow the checks to be done.

4. Current rent arrears

Stadium is working hard to tackle rent arrears and tries to avoid evicting residents from their homes. However, although the level of rent arrears is reducing, it is still high.

To help your landlord improve its services to you, we have made a number of recommendations including:

- making sure that all of you who live in homes with a gas supply have an annual safety check;
- carrying out checks to make sure that all customers are treated fairly and equally;
- taking steps to make sure that repair appointments are kept; and
- understanding why customers are unhappy with the repairs service and taking action to improve it.

The full report is available on our website at www.audit-commission.gov.uk/housing. You can also find further information about housing inspections there. Alternatively, the association will be able to let you have a copy of the report.

3. Next steps

We have asked Stadium to work with you over the next few weeks to develop an action plan showing how it will act on our recommendations. Once we have its finished action plan we will consider how likely it is that Stadium will improve the services we inspected. We then hope to publish our final report in April 2010.

Stadium's regulator, the Tenant Services Authority, will work with it to make sure that it completes our recommendations and improves services to you.

I hope you find this letter helpful.

Yours faithfully

Melanie Rees
Principal Inspector
Housing Inspection
Audit Commission

cc Tenant Services Authority regulator
Stadium Housing Association board members

The Audit Commission uses a four point scale for judging the quality of services, as follows:

Strengths considerably outweigh weaknesses;
Strengths outweigh weaknesses;
A balance of strengths and weaknesses; and
Weaknesses outweigh strengths.

We assessed the service areas as follows:

How good is the service?	Assessment
Access and customer care	Strengths and weaknesses are in balance
Diversity	Weaknesses outweigh strengths
Value for money	Strengths and weaknesses are in balance
Responsive repairs	Strengths and weaknesses are in balance
Gas servicing	Strengths and weaknesses are in balance
Current rent arrears	Strengths and weaknesses are in balance