



Anchor Property Holdings Ltd

Our Local Offers 2014

We have used the results of our Satisfaction Surveys to decide on 5 Local Offers. A Local Offer is something we agree to do because our tenants have asked us to.

You said...

You would like more help understanding your tenancy documents

We will...

- Tell you more about your tenancy documents in our Tenant Handbook
- Put information on our website
- Make a film about tenancy documents starring our tenants

You said...

You would like more say in how we improve your home and you would like to know more about our maintenance plans

We will...

- Ask tenants to let us know what maintenance jobs they would like to have done in their home
- Let tenants help us make decisions about colours and finishings
- Let tenants know what the maintenance plans are for their home
- Make sure tenants know in advance when maintenance work is going to be done in their home

You said...

You would like more information about our company and our staff

We will...

- Launch a new housing website with lots of information for our

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Company Registration UK: 4714960 - Registered Number: 4722
Anchor Properties is a trading name of Anchor Property Holdings Ltd

tenants

- Include information about our staff team on our website
- Produce an informative Tenant Handbook

You said...

You would like more opportunities to be involved with our company

We will...

- Give all of our tenants the opportunity to be a member of our Board
- Run a Tenant Panel which will be open to all tenants who will meet monthly to talk about housing related topics

You said...

You would like us to keep your family more informed about our services

We will...

- Let families know about important updates and changes
- Send Family Newsletters twice a year
- Give family members the opportunity to be a member of our Board
- Invite family members to attend Tenant Panel meetings

We will let our tenants know how we are performing against these Local Offers as part of our Annual Report.

We will review our Local Offers every year.