

Standard: Value for money

TSA Standard	How we meet the TSA standard	Existing Commitments/standards
<p>✚ In meeting all TSA standards, including their local offers, registered providers shall have a comprehensive approach to managing their resources to provide cost-effective, efficient, quality services and homes to meet tenant's and potential tenant needs.</p>	<p>✚ We maintain a register of our Value for money achievements</p> <p>✚ All matters discussed by our Board, Committees and Executive Management Team include a compulsory section on Value for Money to make sure that it is part of everything we do.</p> <p>✚ We measure our costs against similar organisations, however customer involvement in this process is currently limited.</p> <p>✚ We regularly monitor and review the value for money of organisations that provide services on our behalf. Again, we think we could involve customers more.</p> <p>✚ Customers have been involved in previous VFM/Service reviews, but as indicated earlier this is something we wish to expand further on</p> <p>✚ We have set up a special Value For Money team in St. Leger Homes which includes a tenant from our Board of Directors</p>	<p>✚ See earlier comment about VFM review methodology.</p> <p>✚ Involve customers more in the back-end analysis of cost benchmarking report.</p> <p>✚ Look at ways in which customers can be more involved in the SLA review and monitoring process.</p>

<p>Registered providers shall set out in an annual report for tenants how they are meeting these obligations and how they intend to meet them in the future. The provider shall then meet the commitments it has made to its tenants.</p>	<p>We consult with Tenants Groups and wider groups of tenants where required when reviewing policies or standards.</p>	
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