







## CASE STUDY – USE OF RESIDENT PROFILE INFORMATION

During 2008 South Essex Homes developed the use of the residents profile to enable us to respond to the specific support and communication needs of our residents in partnership with our contractors.

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| <b>Team and lead officer</b>   | <b>ASSET MANAGEMENT</b>  |
| <b>Intended outcome</b><br>   | <p>To enable our partnering contractors to have specific information on our customers needs and produce standard letters so that all ethnic backgrounds and special requirements are considered.</p>   |
| <b>Actual outcome</b><br>   | <p>This has enabled South Essex Homes to be very proactive to residents' requirements and as a result all residents now obtain the same information in the required format at the same time as all the other residents. This would not have been possible without the resident profile information.</p>  |
| <b>Supporting evidence (quotes, improvement to service, VFM etc)</b><br><br> | <ul style="list-style-type: none"> <li>• The resident profile information is provided to all contractors to highlight any special requirements of the customer.</li> <li>• The resident notification of improvement works letters have been translated into 15 Languages so they are always ready to sent to residents. These languages were identified by the resident profile information.</li> <li>• The resident profile is checked once the programme of works has been approved and residents who do not wish to receive the letters in English are identified and the correct translation letter that they require is then sent them. This process happens at the same time as the other letters that are being prepared so irrespective of the resident's requirements they receive the information at the same time as other residents.</li> <li>• In addition residents that require the letter in large print or by audio are also</li> </ul> |

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|                               | <p>identified at the same time and their letters are also sent out at the same time.</p>  |
| <p><b>Resources involved</b></p>   | <p>Resident profiles,</p>   |
| <p><b>Lessons learnt</b></p>  | <p>This has enabled South Essex Homes to be very proactive to residents' requirements and as a result all residents now obtain the same information in the required format at the same time as all the other residents. This would not have been possible without the resident profile information.</p> |