

Residents are at the heart of AmicusHorizon. Working closely with them has helped us become one of the top performing large landlords in the UK.

Our offer

- A Resident Governance Structure comprising eight Area Panels, an overarching Residents' Council and three Repairs and Maintenance Panels (RAMPs)
- Service-specific task groups
- Many informal opportunities including consultations, surveys and mystery shopping.

Costs vs benefits

Success, Satisfaction and Scrutiny, the report we co-produced with the Department for Communities and Local Government and the University of Westminster, showed there are three main benefits to involving residents.

- 1. It's hugely cost-effective:** residents have helped us achieve **£2.7 million** in annual efficiency savings. That's just looking at their contributions in procurement and shaping the customer experience. By contrast, our 2013/14 budget for involving residents was £940,000.

Procurement

Gas Servicing
and Boiler
Replacement



Annual efficiency savings

£1,291,000

Kitchens and
Bathrooms



Annual efficiency savings

£1,000,000

Grounds
Maintenance



Annual efficiency savings

£100,000

Customer service

Reduction in callbacks

Annual efficiency savings

£191,000



Complaints

Reduction in formal complaints

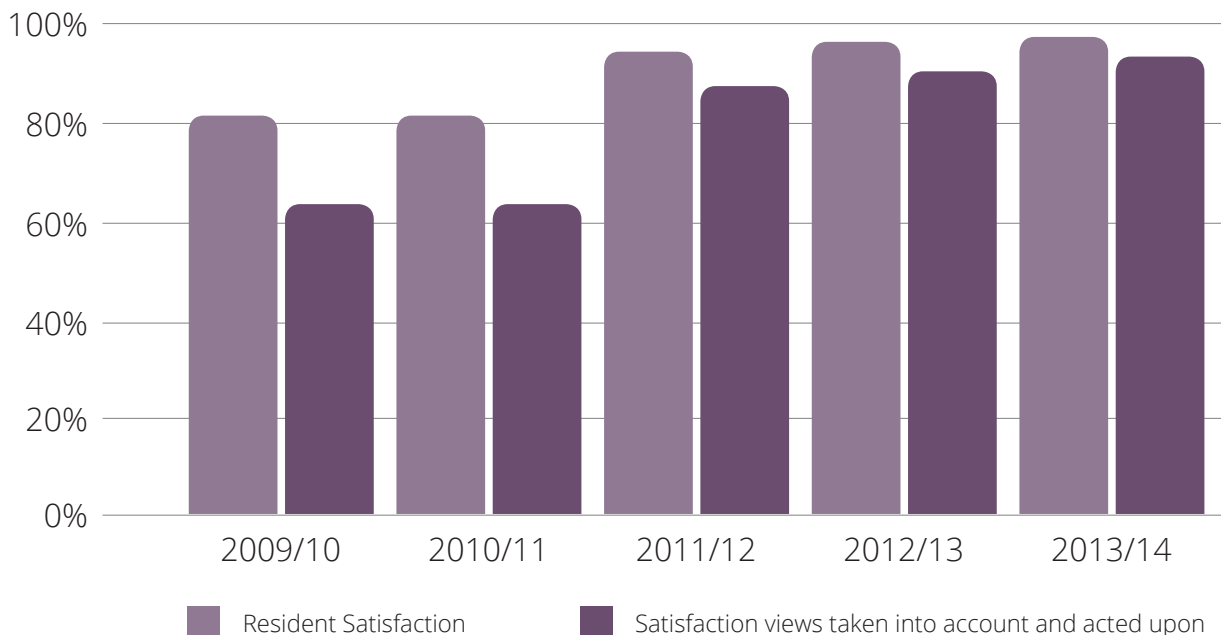
Annual efficiency savings

£181,000



Total savings £2,763,000

2. It's linked to our sector-leading resident satisfaction: AmicusHorizon residents are more satisfied than those of any large landlord in the UK. The more we involve them, the more likely they are to be satisfied with our services.



3. It creates a more productive working environment: we can have 'difficult conversations' with residents within an 'atmosphere of openness and trust'. This is especially useful when addressing the challenges of welfare reform and cuts to rental income.

What's next for AmicusHorizon?

- A continued commitment to resident involvement and governance
- Opportunities for residents to shape what we do, from local service delivery to corporate strategy
- Delivering more for less
- Exploiting new technologies
- Creating an offer for future generations

For more details, please see ['Success, Satisfaction & Scrutiny: the Resident Engagement Toolkit'](#).

