

NEWS RELEASE

Providing 6,000
good quality
affordable
homes in the
south west

Dealing in a
hands-on way
with local
housing issues

- ❖ Rented
- ❖ Affordable
- ❖ High quality

Housing advice
and services
provider

*"Your home
should be
somewhere
you want to
be"*



19th February 2008

auditors.www (Working With Westward)

Residents from Westcountry Housing and Tarka Housing have come together to form **auditors.www**

Services at both partner associations will be scrutinised by the resident auditors in order to lead to overall improvements.

This team of resident auditors will carry out regular independent inspections of areas of service provision in both Westcountry and Tarka.

They will set high standards as they have adopted the same level of expectation that the Audit Commission regulation body has when inspecting Housing Associations.

Recommendations from these inspections will inform the service improvement plans of each organisation.

Team members met as **auditors.www** for the first time in mid-February and were welcomed personally at the meeting by Westward Group Chief Executive, Julian Tuck.

Mr Tuck said, *"I am delighted with this innovative new means of improving our services to residents and service users by working in partnership with the auditors team."*

Reports of the Resident Auditors inspections will be available on websites www.westcountryha.org.uk and www.tarkahousing.org.uk and will be summarised in the residents' newsletters.

Photo

A photo of the **auditors.www** team accompanied by Group Chief Executive, Julian Tuck (standing holding the auditors' agreement), is attached.

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