

OUR SERVICE STANDARDS

SET BY YOU, DELIVERED BY US

1. WHEN YOU TELEPHONE US WE WILL:

- a) Answer within 6 rings with our name and section we work in
- b) Try to deal with your query and only transfer you to another individual when it is necessary to do so
- c) Respond to a voicemail message, within 1 working day.

2. WHEN YOU WRITE TO US BY LETTER OR EMAIL WE WILL:

- a) Answer you within 10 working days. When it is not possible to give you a full answer, we will write to you and let you know when you can expect a full reply
- b) Include in the letter or email the name, job title and contact details of who is dealing with your enquiry.

3. WHEN YOU VISIT OUR OFFICES WE WILL:

- a) Ensure that our reception is clean, tidy, safe and suitable for all people
- b) Display relevant leaflets and information in the reception area
- c) If you have an appointment, see you at that time. If you do not have an appointment, see you within 10 minutes
- d) Offer a private interview area for confidential enquiries
- e) Provide or arrange translation or interpreting facilities.

4. WHEN YOU REQUEST A HOME VISIT WE WILL:

- a) Offer a home visit within 5 working days of your request at a mutually convenient time
- b) Always show our identification, take notes at the meeting and confirm details in writing if necessary.

5. IF YOU MAKE A COMPLAINT WE WILL:

- a) Try to resolve it informally first, and to your satisfaction
- b) Inform you on how to make a formal complaint if you remain unhappy
- c) Aim to resolve your complaint within 10 working days. Where we need more time to investigate, we will keep you informed
- d) Give you the right of appeal if you are not satisfied with our response.

6. WHEN RESPONDING TO REPORTS OF ANTI-SOCIAL BEHAVIOUR WE WILL:

- a) Listen to your concern in a prompt and understanding way
- b) Investigate reports of serious cases, such as domestic violence and racial harassment, within 24 hours and other cases within 4 working days
- c) Agree with the victim what support they need and how, and take appropriate action to meet all reasonable expectations, offer support to the offender where it will help them stop their anti-social behaviour and arrange mediation where it is appropriate
- d) Record and monitor all incidents of anti-social behaviour, and explain why and when we close the case.

7. WHEN PROVIDING ESTATE MANAGEMENT SERVICES WE WILL:

- a) Inspect all estates and communal areas at least annually and invite you to an estate walkabout in your area
- b) Keep communal areas and facilities in a clean, tidy and safe condition
- c) Take appropriate action on reports of abandoned cars within 3 working days
- d) Respond to reports of abandoned properties within 24 hours
- e) Arrange for removal of offensive or obscene graffiti within 24 hours and all other graffiti within 5 working days.

8. WHEN YOU ASK ABOUT BUYING YOUR HOME WE WILL:

- a) Provide an application form within 5 working days
- b) Respond to your application within 4 weeks, and tell you if it has been accepted. If we have to turn you down we will tell you the reasons why
- c) Send you an offer within 8 weeks of your application being accepted.

9. WHEN WE NEED TO DO ANY WORK TO YOUR HOME WE WILL:

- a) Offer a morning or afternoon appointment for non-urgent repairs Monday to Friday
- b) Respond to all emergency repairs within 24 hours, and make your home safe within 4 hours
- c) Respond to all urgent repairs within 7 calendar days
- d) Respond to all other repairs within 31 calendar days
- e) When you report a repair that needs to be inspected, we will offer you an appointment slot which is within 3 working days. We must gain entry to your home annually to make sure the boiler is working well and operating safely
- f) Consult with you before any major work is undertaken and give you at least 31 days notice of any work that is likely to cause significant disruption. Where appropriate, we will arrange alternative accommodation.