

Service Standards



1 When you telephone us we will:

- a) Answer the phone within 6 rings
- b) Give you our name and the section we work in
- c) Make every effort to deal with your query and only transfer you to another individual when it is appropriate or necessary to do so
- d) If you leave a voicemail message, we will contact you within 1 working day

2 When you write to us by letter or email we will:

- a) Reply to your letters and emails within 10 working days. If it is not possible we will send an acknowledgement within 3 working days, informing you when you can expect a full reply
- b) Include in the letter or email the name, job title and contact details of the staff member dealing with your enquiry

3 When you visit our offices we will:

- a) Ensure that our reception is clean, tidy safe and suitable for people with disabilities
- 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 on request

4 When you request a home visit we will:

- a) Offer a home visit within 5 working days of your request and arrange a reasonable and mutually convenient time
- b) During a home visit we will 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) Fully investigate your complaint and inform you of the outcome in writing within 10 working days, setting out the findings of the investigation and the action proposed
- d) Where we need more time to investigate we will give you a date by which we will respond fully
- e) Give you the right of appeal if you are not satisfied with our response

6 When you move into your home we will:

- a) Make arrangements for you to sign a Tenancy Agreement within 2 days of the property becoming ready for letting and take you through the Tenancy Agreement and a Welcome Pack
- b) Where appropriate give you decoration vouchers, and help you to complete Housing Benefit and other welfare benefits forms as necessary
- c) Visit you in your new home within 6 weeks to answer any questions and deal with any concerns that you may have
- d) Give you a range of choices on methods of payments
- e) Issue a payment card and set up or vary a direct debit within 3 days of receipt of request
- f) Issue a statement of your account every quarter and give you a statement within 3 working days of request
- g) Give you advice or signpost you to getting welfare benefits and managing debt

7 When responding to reports of anti social behaviour we will:

- a) Listen to your complaint in a prompt and empathic 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 complaints of anti-social behaviour, and explain why and when we close the case

8 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) Deal with reports of abandoned cars within 3 working days, and, where the law allows, arrange to get them removed as quickly as possible
- d) Enforce tenancy conditions where we find unacceptable conduct and behaviour, for example unkempt gardens and dumped rubbish
- e) Respond to reports of abandoned properties within 24 hours, carry out the necessary investigations and make them safe
- f) Remove offensive or obscene graffiti within 24 hours and all other graffiti within 5 working days

9 When you enquire about or apply for Right to Buy we will:

- a) Provide Right to Buy (RTB) application form within 5 working days
- b) Issue a RTB2 notice in Reply to Tenant's Right to Buy Claim within 4 weeks and notifying you whether your application has been accepted

- or denied
- c) Submit an S125 Offer letter to you within 8 weeks of your application being accepted
- d) Leaseholder RTB send you a service charge statement and estimated service charge bills once a year

10 When we carry out repairs or maintenance we will:

- a) Offer an appointment for non-urgent repairs between 8.30 am and 5.00 pm 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) Where we need to inspect your home before a repair can be ordered we will do this within 3 working days from when you reported the problem provided we can enter the property
- f) We must gain entry to your home annually to inspect the boiler is working well and operating safely. We will give you 4 opportunities to provide us with access before we take court action

11 When we improve your home we will:

- a) Appoint a designated officer as a point of contact during major works to your home, including work related to adaptations for disabled people
- b) Offer you the option to withdraw from or defer Decent Homes programme if personal circumstances require such
- c) Offer a choice of options in kitchen ranges, bathrooms, colour and decoration and style of front doors, recessed or surfaced fixed electrics
- d) Consult with you before any major work is undertaken in your home and give you at least 28 days notice of any work that is likely to cause you significant disruption
- e) Provide alternative accommodation where improvement work is excessive or unsafe or where the resident has a medical condition that would preclude occupation during works

12 To encourage residents to get involved and give us their view we will:

- a) Ensure that residents are consulted prior to making changes to those policies that have a direct impact on them
- b) Offer a wide range of ways of getting involved, meet reasonable expenses, provide training and professional support to enable formal groups to fully participate