

Freebridge Community Housing's Service Standard Statements

Tenant Involvement and Empowerment

We shall:

- Develop our services by seeking the views of our tenants where this is appropriate.
- Respond to your enquiries promptly and efficiently.
- Rectify problems promptly, efficiently and sensitively.
- Identify potential improvements through our complaints process and by tenant compliments.
- Aim to make decisions that are fair and consistent.
- Provide our tenants with a means to appeal certain decisions that Freebridge make and affect the individuals concerned.
- Invite all of our tenants to become shareholders in Freebridge.

Your Home

We shall:

- Work to ensure our tenants are satisfied with their homes and the services that they receive from us.
- Maximise our available resources and empower, as well as support our employees to achieve this.
- Ensure that our tenants are safe in their homes, so far as is reasonably practicable and that we comply with all statutory requirements.
- Take all reasonably practicable steps to ensure the health, safety and welfare of all persons who may be affected by our activities.
- Make the most effective use of Freebridge's housing stock and support tenants who wish to downsize to smaller homes.

Your Tenancy

We shall:

- Be a responsible landlord and let homes in a fair, transparent and efficient way.
- Encourage responsible behaviour in order to build successful and sustainable tenancies.
- Operate rent and service charge arrangements that meet Regulatory and Government guidelines.
- Ensure Freebridge's properties are affordable to tenants and prospective tenants.
- Offer all tenants appropriate support to help maintain their tenancy. Inform tenants if we have any concerns about the conduct of their tenancy and what they need to do to address those concerns.

Your Neighbourhood and Community

We shall:

- Seek to support and help build cohesive and sustainable communities.
- Incentivise good behaviour through a range of tenancy types, including Starter Tenancies.
- Make clear our expectations for tenants to live peacefully with their neighbours and within their communities.
- Take action when this does not happen and minimise the impact of anti-social behaviour, harassment and hate crime on our tenants through early intervention and resolution using a range of tools.
- Take timely and proportionate legal enforcement action, in partnership with others such as the Police and Local Authority, as appropriate.

How we will measure our standards

Customer Involvement and Empowerment

We shall:

- Aim to answer letters within five working days, emails within two working days, text messages within 24 hours and Twitter and Facebook messages within four working hours.
- Respond to any complaints made through our formal complaints process within ten working days.

Additional measures:

- We shall measure our tenants' overall satisfaction with Freebridge as a housing provider – our satisfaction target for 2019/2020 is 88%.
- We shall measure our tenants' satisfaction with being kept informed – our satisfaction target for 2019/2020 is 88%.

Your Home

We shall:

- Respond to emergency repairs (as defined on our website) within 4 hours.
- Respond to urgent repairs (as defined on our website) within 24 hours.
- Respond to routine repairs (as defined on our website) within 28 days.

Additional measures:

- We shall measure our tenants' satisfaction with our repairs service – our satisfaction target for 2019/2020 is 80%.
- We shall measure our tenants' satisfaction with their home – our satisfaction target for 2019/2020 is 80%.
- We shall measure the number of repairs appointments we make and then keep to – our target for 2019/2020 is 100%.

Your Tenancy

Additional measures:

- We shall measure our tenants' satisfaction with their rent and service charges – our satisfaction target for 2019/2020 is 85%.
- We shall measure our tenants' satisfaction with how we deal with reports of anti-social behaviour – our satisfaction target for 2019/2020 is 90%

Your Neighbourhood and Community

We shall:

- Contact you and take action on very serious reports of anti-social behaviour in one working day.
- Contact you within one day and take action in five days on serious reports of anti-social behaviour.
- Contact you within three days and take action in ten days on minor reports of anti-social behaviour.

Additional measures:

- We shall measure our tenants' satisfaction with their neighbourhood – our satisfaction target for 2019/2020 is 85%.