

Service Commitments and Service Standards

Our commitment to you

Setting the Commitment and Standards

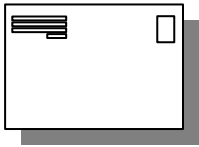
Our aim is for you to enjoy living in your home and that is why we are committed to providing you with an excellent service at all times.

We have set commitments and standards for the areas of service that residents have told us are the most important. These include

- **Service Commitments**
 - Phone calls
 - Letters
 - Complaints
 - Messages
 - E-mails
 - Texts
 - Reception

- **Service Standards**
 - Rent Services
 - Allocations and Re-housing
 - Repairs
 - Aids and Adaptations
 - Estate Standards and Estate inspections
 - Consultation
 - Anti-social Behaviour (Including domestic violence and racial harassment)

Our service commitments



Phone calls

We will;

- Answer telephone calls within 4 rings
- Give our name
- Give our company name
- Greet you in a polite and pleasant way

Letters

We will;

- Acknowledge all letters within 2 working days
- Provide a full response within 10 working days
- Record all letters and keep a copy on a central file

E-mails

We will;

- Give direct e-mail addresses
- Acknowledge all e-mails within two working days
- Reply in full to all e-mails within 10 working days
- Have an out of office automatic reply on e-mails when away for one working day or more, which will include details of another person to contact

Texts

We will;

- Acknowledge text messages within two working days

Complaints

We will;

- Acknowledge all complaints within 2 working days
- Provide a full response within 10 working days and aim to resolve the complaint within 28 days.

Messages

We will;

- Check voice mail or other messages regularly throughout the day/week.
- Respond to messages by the end of that working day, or if we are out of the office, our message will say when we will return your call and;
- Give another name or number (or both) to contact on the outgoing message.

Reception

The reception will be;

- Open from 9am to 5pm Monday to Friday except bank holidays
- Accessible to callers
- Clean and tidy
- Have a range of up-to-date leaflets available
- When you visit our reception you will see a receptionist within 5 minutes and be interviewed within 15 minutes
- If you have an appointment you will be seen at your appointment time

Our service standards

Rent Services

We will;

- Make it easy to pay your rent and tell you how to do it
- Provide you with a rent card within 5 days of your tenancy starting
- Help you apply for housing benefit
- Provide a rent statement at least once every 3 months or on request when you ask for one
- Consult you about changes to service charges
- Give you 28 days notice of changes to your rent and service charge

Allocations and Re-housing

We will;

- Make sure that all homes meet our agreed lettings standard
- Provide you with a copy of your tenancy agreement and the tenants' handbook
- Visit you within 6 weeks of you moving in to your new home
- Carry out normal repairs within 28 days (a normal repair is undertaken where the situation does not pose inconvenience or danger)
- Process transfer applications within 20 days

Repairs

We will;

- Carry out emergency repairs to ensure your safety within 24 hours (emergency repairs include leaks, no drinking water no electricity or blocked toilets)
- Carry out urgent repairs within 7 days (urgent repairs are undertaken where there is substantial inconvenience, damage or danger)
- Carry out normal repairs within 28 days (a normal repair is undertaken where the situation does not pose inconvenience or danger)

Aids & Adaptations

When you apply to us for help, we will;

- Acknowledge your request within 2 working days
- Contact your occupational therapist within 5 working days
- Assist you with your application for Disability Facilities Grant (if applicable)
- Issue a works order within 24 hours of receiving the specification from the Occupational Therapist if the works fall within the criteria of our special fund

Estate Standards and Estate Inspections

We will;

- Maintain an estate improvement scheme budget
- Remove all abandoned bulk rubbish within five days of you telling us about it
- Remove bulk rubbish that may be a fire hazard within 24 hours of you telling us about it
- Carry out routine estate inspections on estates including communal areas of flats, and with residents where available, to ensure agreed standards are met and to identify any communal repairs and estate improvement works. This will be on the following frequency;
 - 10 homes or more – an inspection once a month
 - 6 – 10 homes – once every six weeks
 - Less than 6 homes – once a quarter

Anti-Social Behaviour

➤ Hate crime & Anti-social behaviour

- If you experience hate crime or anti-social behaviour, we will arrange an interview within the following time scales;
 - Priority 1 cases (severe and urgent cases such as violence or the threat of violence):- One of our housing officers will make contact with you within 1 working day and complete an

interview and detailed assessment within 1 – 2 working days subject to your, the victim's, expressed needs

- Priority 2 cases (moderate or minor cases such as noise or vehicle damage) - One of our housing officers will make contact with you within 5 working days to arrange an interview and initial assessment completing this within 10 working days
- We will work with each victim to agree an action plan for managing their case
- After an ASB case is closed we will conduct a satisfaction survey in writing

➤ **Harassment**

- We will make initial contact within 24 hours of an incident of harassment being reported

➤ **Domestic Violence**

- We will make initial contact within 24 hours of an incident being reported of domestic violence/abuse
- Reports of domestic violence/abuse will be treated in confidence and victims will be given the opportunity to be interviewed by an officer of the same sex, if requested

➤ **Graffiti**

We will;

- Remove offensive and hate crime graffiti within 24 hours of it being reported
- Remove other graffiti within 7 days of being reported

Consultation

- We will consult you on any changes to service provisions, improvements or major works in your home or estate, or estate provisions.