

empowering you in your home

OUR SERVICE STANDARDS

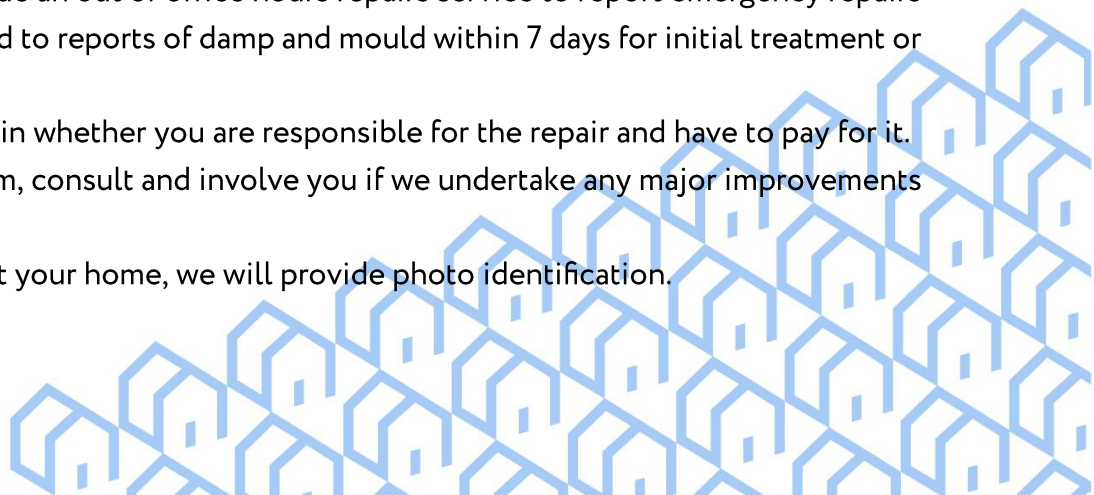
A tenant guide to how we will ensure effective, professional and consistent services to all our tenants.

Health & Safety

- We will maintain and complete regular safety checks and tests in your home in accordance with regulation and legislation
- We will employ suitably qualified contractors to carry out all essential health and safety inspections in your home at the required intervals
- We will carry out an annual gas service and safety check on your gas boiler and relevant appliances and electrical checks every 5 years
- We will undertake Fire Risk Assessments every 2 years
- We will undertake the required checks in respect of water hygiene and asbestos at the required intervals
- Will arrange appointments with you before any visits are carried out,
- Our operatives will provide photo identification when they visit your home and contractors will provide identification

Repairs

- We will provide you with a number of ways to report a repair including by phone and reporting to a colleague on a visit
- We will book an appointment at a time and date to suit you and provide an order number.
- Emergency repairs will be attended to within 24 hours
- We will provide an out of office hours repairs service to report emergency repairs
- We will attend to reports of damp and mould within 7 days for initial treatment or diagnosis
- We will explain whether you are responsible for the repair and have to pay for it.
- We will inform, consult and involve you if we undertake any major improvements to your home
- When we visit your home, we will provide photo identification.



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- When inside your home, we will treat you and your home with respect
- We will ask for your feedback via a satisfaction survey to help us improve our service

Contacting Us

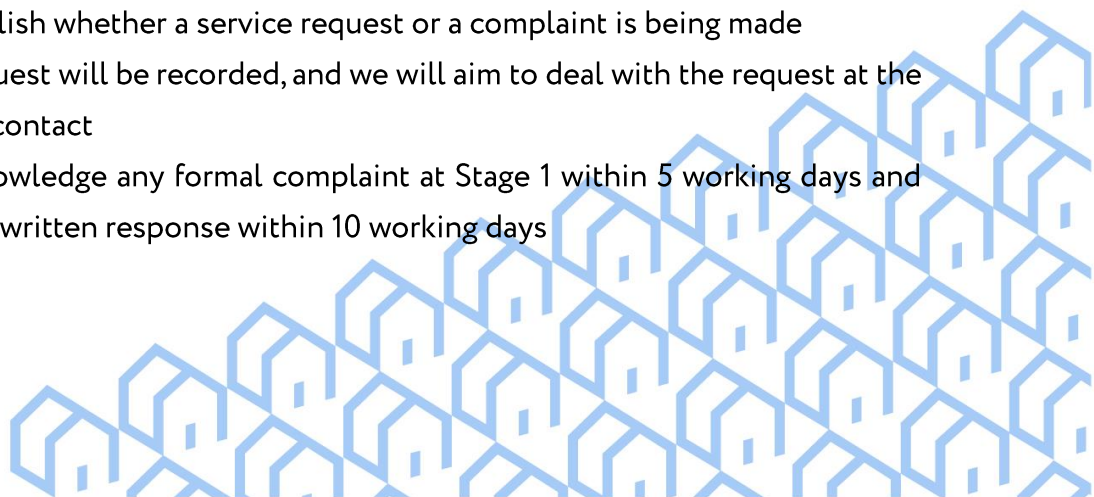
- We will provide access to services Monday to Friday and provide an out of hours emergency repairs service
- We aim to deal with all enquiries at the initial point of contact and where this is not possible your query will be referred to the most appropriate team and colleague
- We will be polite and treat you with respect aiming to meet any specific needs
- We will be transparent and honest about what we can and cannot do
- We will encourage feedback at every opportunity through surveys, complaints, compliments and on any visits

Providing Information

- We will offer some documents in easy-to-read format.
- We will produce a tenant's newsletter twice a year
- We will send you a rent statement annually and upon request
- We will provide information in alternative formats where requested

Complaints and Feedback

- We will establish whether a service request or a complaint is being made
- A service request will be recorded, and we will aim to deal with the request at the first point of contact
- We will acknowledge any formal complaint at Stage 1 within 5 working days and provide a full written response within 10 working days



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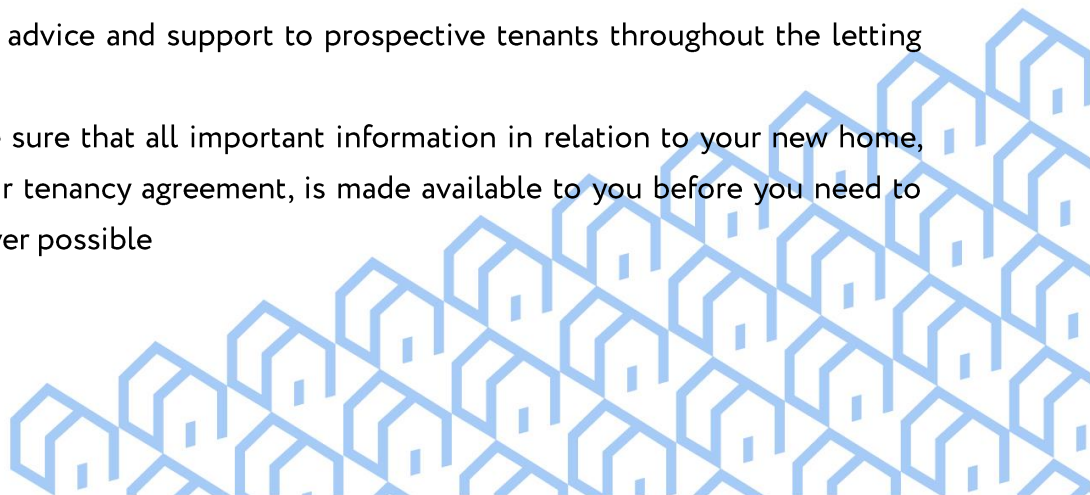
- We will explain how to progress your complaint to Stage 2 if you remain dissatisfied
- Any Stage 2 complaint will be acknowledged within 5 working days and a full written response provided within 20 working days
- If you are not satisfied with our response, we will provide you with details on how to escalate your complaint to the Housing Ombudsman
- We will ask for your feedback via a complaint handling satisfaction survey to help us improve our service

Tenancy Management

- We will visit you in your home at least once a year to discuss how your tenancy is going
- We will take positive action to deal with any reports of anti-social behaviour
- We will respond to reports of serious anti-social behaviour within 24 hours and other reports within 7-10 days as detailed in our Antisocial Behaviour Policy
- We will work with partners and other agencies to provide support to anyone reporting anti-social behaviour as required
- We will agree with you or your representative any planned action and next steps to be taken
- We will ask for your feedback via a satisfaction survey to help us improve our service

Lettings

- We will let our supported homes in a fair and transparent way to meet your housing and support needs.
- We will offer advice and support to prospective tenants throughout the letting process.
- We will make sure that all important information in relation to your new home, including your tenancy agreement, is made available to you before you need to sign it wherever possible



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- We will provide guidance and options if you want to move, or support you if you are having difficulties managing your tenancy

Tenant Involvement

- We will always consult you before we make any changes that affect your tenancy or your home
- We recognise the role of carers, support workers, advocates, and other personal representatives in your best interest, and we will take their views into account when consulting with you
- We will visit you in your home at least once a year
- We will ask you for feedback via surveys on services that we provide to you
- We will provide a range of opportunities for your voice to be heard and with different methods of communication

Rent and Rent Recovery

- We will notify with you in advance in line with your tenancy of any changes to your rent and service charges. *this may be longer for non-English tenancies
- We will provide you with a statement of your rent account annually
- We will support you in completing claims for Housing Benefit
- We will contact you promptly to inform you of any rent monies owed to us.
- We will provide support and advice including signposting to support if you do get into difficulties paying your rent

