



SERVICE STANDARDS

Our service standards are minimum standards we will meet in key areas of our work.

Each standard is measured and monitored on a regular basis and we report to customers how we are doing.

1. We aim to answer telephones within 6 rings
2. We aim to respond to your correspondence within 7 calendar days. If we know that it will take us longer we will tell you why and what we intend to do
3. We will provide access to the personal information that we hold about you and that you are entitled to see. We will do this within 40 calendar days of receiving your application and associated fee, although we will try to give you access to the information at the earliest opportunity.
4. We will aim to offer you an appointment for any urgent repairs within 7 calendar days, and any routine repairs within 28 calendar days
5. If you have an emergency repair, we will complete the repair within 24 hours or make it safe until a permanent repair is possible.
6. Where there is a gas supply and appliance within your rented home, it is our responsibility and we will carry out an annual gas safety check.
7. We aim to investigate all reports of anti-social behaviour and aim to respond within 14 calendar days, informing you of any action to be taken
8. We aim to respond to a report of harassment or racial harassment within 3 calendar days (or 1 day if a physical attack has taken place)
9. We will investigate all formal complaints about our services and aim to respond to you within 14 calendar days, informing you of any action to be taken.
10. We will complete the actions we have agreed with customers as part of the Customer Involvement Statement each year

SERVICE PROMISES

These are the organisation's pledges.

They outline the behaviour customers should expect to receive from staff. They are monitored through staff training and assessment. The outcomes are not reported to customers.

1. We aim to make your access to our services as easy as we can. We will do this through regular, reasonable opening hours for our offices, efficient telephone services, including answer phones, use of e-mail, text and web access. We will let you know about these through our offices, magazine, web site and handbook.
2. We aim to make sure that our letters, leaflets, magazines and handbooks are written in plain language. If you need us to, we will be happy to explain any part of them using audio CD, large print or translations.
3. We aim to make sure you have information about us, our services and policies, what we are doing and your rights and responsibilities. Some of the ways in which we will do this include newsletters, website, leaflets, annual reports, community events or our reception areas.
4. We aim to treat all of our customers with respect, treating them as individuals. This includes making changes to how we deliver our services where we can.
5. If you have asked someone to ring you we aim to do this as soon as possible
6. We are happy to make a home visit to meet your needs, where possible, or if we need to visit you.
7. We will aim to ensure that all our staff and contractors carry and show identification and will encourage you to check that we are who we say we are
8. We expect our staff and contractors to be polite, professional and do a good job, solving problems that may occur, and working to continuously improve service delivery.
9. We will provide you with a breakdown of your rent and service costs at the start of your tenancy. We will provide 28 days notice and an explanation of any change in rent or service charge.
10. We aim to offer a wide range of ways in which to pay. We will follow a firm but fair approach to recover any money owed to us.
11. We aim to provide appropriate benefit and money advice. This may include referring you to another organisation that can help.
12. We aim to keep our schemes and estates in good condition. As part of this we will carry out regular inspections and encourage customers to work with us to inspect and improve standards.
13. We will monitor our contractors work, such as cleaning, to ensure they are meeting the performance measures in their contract and we will publish the results once a year in our newsletter.
14. We aim to make sure that the people who carry out repairs and maintenance to your home follow our code of conduct.
15. We aim to confirm the start date of any planned maintenance works to your home with as much notice as possible
16. If we are planning major repairs or improvements to your home, we aim to consult you as early as possible in the process. This could include agreeing with you paint colour, kitchen designs and layouts or taking note of any special arrangements.
17. We will learn from our complaints and wherever possible we will take action to improve the quality of our service as a result.
18. We will encourage as many customers as possible to get involved, especially those of you who come from less well represented groups.
19. We will offer a wide range of options for customers to get involved, including in activities to scrutinise our performance and influence service development and delivery.
20. We will let you know how the involvement of customers, including feedback given through surveys and complaints, has made a difference to our services.