

CUSTOMER SERVICE STANDARDS – OUR PROMISES TO YOU

We have developed these standards in consultation with our Tenants and Customers. Our Customer Service Standards clearly explain what you can expect from us as your landlord and what we expect from you.

As part of our promise to you, we will:

- ✓ Be open, transparent and honest.
- ✓ Ensure customers are at the forefront of everything we do.
- ✓ Deliver the best possible customer experience.
- ✓ Treat everyone fairly, politely and with respect.
- ✓ Make it easy for you to contact us.
- ✓ Listen to your views and act on them in a timely manner.
- ✓ Keep you informed and set clear expectation of what we can deliver.
- ✓ Deliver what we say we are going to do.

Our standards are broken into 7 service areas:

- Accessing our services and customer care
- Dealing with your complaints
- Customer engagement
- > Finding a home
- Well maintained and safe homes
- > Your neighbourhood
- Paving your rent

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| Accessing our Services and Customer Care | |
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We will:

- Ensure you can easily contact us in a variety of ways, including in writing, email, telephone and website.
- Respond promptly to your contacts and enquiries.
- Respect your individual needs and take them into consideration when responding to your enquiry.
- Ensure that the information we provide is clear, concise and in plain English.
- Provide information that is easily accessible.
- Offer support to ensure you understand the information we provide to you.
- Continue to develop our digital methods of communication whilst catering for customers with specific requirements.

We expect from you to:

- Behave in a way that shows respect towards our employees, contractors and representatives.
- Let us know when things go wrong or when they go well so that we can use this knowledge to improve services.
- Keep us informed of changes to your contact details e.g. phone numbers, email addresses or your circumstances, to help us provide the appropriate service for you.

| Dealin | g with complaints about our services | |
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| We wi | II: | We expect from you to: |
| A A | Listen to your concerns and be honest, fair and impartial when dealing with your complaint. Acknowledge and log your complaint within 5 days of receipt Respond to your complaint within 10 days of logging, Investigate your complaint in a timely manner and keep you updated on progress. Learn from our mistakes and from compliments in order to use the knowledge gained to help improve our services. | Let us know as soon as possible if something goes wrong so we can put it right. Specify the grounds of your complaint and co-operate with the investigation and resolution process. Behave in a way that shows respect towards our employees, contractors and representatives - we take a zero tolerance approach to violence and abusive behaviour. |
| Custor | mer Engagement | |
| We wi | II: | We expect from you to: |
| > | Work with you and the community to provide flexible opportunities for you to engage in a way and at a level that suits you. Support you to get involved in helping to shape our services. Engage with you in decisions that | Be open, honest and realistic in your expectations. Listen, respect and be open to the views of others. |
| > | affect you and your home. Ask you for feedback and give you the opportunity to be involved in shaping the way we deliver services. Produce an Annual Report to inform you how we are performing. | |

| Finding a Home | |
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| We will: | We expect from you to: |
| Provide clear information about your housing options when you contact us. Keep you informed about how your application is progressing and let you know how long you may have to wait for a new home. Give you the chance to view any property you are offered and give you information to help you decide if it's the right home for you. | Provide us with relevant and accurate information when applying for a home. Keep us updated if your circumstances change whilst you are in the process of applying for a home. |
| Mutual Exchanges Acknowledge your request for a mutual exchange promptly. Make a decision on your mutual exchange request within 6 weeks. Moving in to your new home | Keep us updated if your circumstances change |
| Advise you of your tenancy commencement date. Make sure homes meet our Homes standard. Provide information on our services and how you can contact us. Provide you with a copy of your tenancy agreement and explain our obligations to you and your obligations to us. Advise you how to contact and set up services to your home, including electricity, gas, water and council tax. | Comply with the conditions of your tenancy. Respect your neighbours and behave in a way that will not cause nuisance or annoyance. Keep your home, garden and any communal areas tidy and in reasonable condition. Report any incidents of neighbour nuisance or anti-social behaviour to us and / or other appropriate agencies e.g. the Police. |
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| Well maintained and safe homes | |
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| We will: | We expect from you to: |
| Be fair, polite and respectful when carrying out work in your home Provide you with convenient ways to report a repair 24 hours a day via phone, email or our website. Offer and keep appointments to carry out repairs. Aim to carry out emergency repairs within 24 hours of receiving your request, where required. Aim to carry out urgent repairs within 7 days of receiving your request. Aim to carry out non-urgent repairs within 28 days of receiving your request. Where possible, carry out your repair on the first visit. | Inform us as soon as possible of any repairs that need carrying out to your home Give our employees access to your home to carry out any necessary work, including your annual safety checks. Let us know if you are unable to keep appointments. Treat our staff and contractors fairly, politely and with respect. |

Undertake random checks to see if you are happy with the repair work carried out.

Improvement works

- We will make sure that your home is safe, secure and free from damp.
- Undertake improvements to your home in-line with our investment programme and give you advanced notice of when this work will take place.
- We will provide you with a named officer to answer any questions about the works.
- Provide you with a range of choices, where appropriate. E.G. Kitchen cabinets and a choice of colour of tiles.
- Ensure that our employees and contractors have the relevant up to date skills, safety equipment and training.
- Ensure that our contractors carry out works to you home to the standard we expect.

Aids and Adaptations

Ensure we have arrangements in place with partner organisations to facilitate reasonable adaptations to your home.

Gas Safety

- Arrange an appointment each year to carry out a gas safety check.
- Complete the service and safety check on the first visit unless we have to order replacement parts.
- Give our employees access to your property to carry out the service and safety check.
- Let us know if you are unable to keep appointments.
- Treat our staff and contractors fairly, politely and with respect.

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| Your Neighbourhood | |
| We will: | We expect from you to: |
| Carry out regular estate walkabouts. Carry out monthly inspections of our blocks of flats with communal entrances. Help you understand your responsibilities as a tenant in relation to fire safety within your home and where appropriate where you live in a flat with communal access. Make sure your service charge reflects the cost of providing the services that you receive and consult with you where this is required. Aim to keep your neighbourhood clean and safe. Aim to remove graffiti as soon as possible and where this is of an offensive nature, as a matter of urgency. | Keep communal areas clear and free from rubbish. Familiarise yourself with the fire safety notices and procedures where you live in a block of flats with a communal entrance. Take pride in your neighbourhood and keep your gardens tidy. |
| Respond quickly and effectively to reports of anti-social behaviour and respond to serious anti-social behaviour or domestic abuse within one working day of reporting. Work with our tenants, communities and partners to prevent anti-social behaviour. Ensure that those affected by anti-social behaviour receive appropriate advice and guidance. Ensure victims of anti-social behaviour are given a named contact. | Respect your neighbours and not to cause anti-social behaviour, noise nuisance or annoyance. Abide by your conditions of tenancy including those in relation to anti-social behaviour. |

| Yo | ur Rent: | |
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| W | e will | We expect you to: |
| A A A A | Provide convenient ways for you to pay your rent. Offer you support if you are experiencing difficulties with paying your rent, for example, helping you apply for welfare benefits; offering money advice and signposting you to debt advice. Take prompt action should your rent account fall into arrears. Undertake rent recovery action when all other avenues of support have been exhausted. Aim to keep evictions to a minimum and as a last resort once all other actions have been exhausted. | Pay your rent on time and contact us promptly in the event your feel unable to do so. Work with us to clear your account should you fall into arrears. |

The Customer Service Standards have been developed to ensure that you - our customers - know what

| you can expect from the services we deliver. We believe that the relationship with our customers is a two-way process so we've included details of what we expect from you. | | | |
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