



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
- Paying your rent

Accessing our Services and Customer Care	
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We will:	We expect from you to:
<ul style="list-style-type: none"> ➤ 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. 	<ul style="list-style-type: none"> ➤ 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.

Dealing with complaints about our services	
We will:	We expect from you to:
<ul style="list-style-type: none"> ➤ 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. 	<ul style="list-style-type: none"> ➤ 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.
Customer Engagement	
We will:	We expect from you to:
<ul style="list-style-type: none"> ➤ 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 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. 	<ul style="list-style-type: none"> ➤ Be open, honest and realistic in your expectations. ➤ Listen, respect and be open to the views of others.

Well maintained and safe homes	
We will:	We expect from you to:
<p>Repairs and Maintenance</p> <ul style="list-style-type: none"> ➤ 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. 	<ul style="list-style-type: none"> ➤ 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 your 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.

Your Rent:	
We will	We expect you to:
<ul style="list-style-type: none"> ➤ 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. 	<ul style="list-style-type: none"> ➤ Pay your rent on time and contact us promptly in the event you 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.