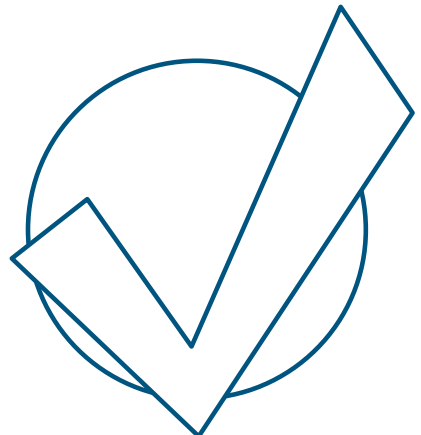


# Service Standards

## A Guide

This leaflet tells you the kind of service that you can expect from us. We will work to tailor our services to meet our residents' needs.

This document is available in other languages, larger text, Braille and on audio cd or cassette on request.



## Our Service Standards

One Housing Group (OHG) is committed to providing the best possible customer service at all times. Our service standards tell you what levels of service you can expect from us. We have several key measurable service standards and have added additional standards as requested by you.

Our service standards are not set in stone as they are influenced by resident feedback. We aim to review all of our service standards annually to ensure that they meet your changing priorities and correctly reflect our service requirements. We would like our residents to be involved in the review process as much possible.

We aim to monitor our standards in the following ways; please note this list is an example:

- monthly performance reports on our key measurable service standards to be reviewed by operational Managers and regional Consumer Panels
- carrying out 'mystery shopping' exercises
- collecting residents' satisfaction
- auditing our complaints and compliments

If we do not meet the standards listed in this leaflet when we are assisting you, please let us know so that we can make any improvements necessary.

### **Our overall commitment to you is:**

- to provide a service that is responsive, value for money and resident focussed
- to be professional and to treat all residents with respect at all times
- to provide decent homes with affordable rents
- to be dedicated to continuous improvement and resident satisfaction
- to consult residents and encourage participation in all key issues
- to complete repairs in an efficient and timely fashion.

## Equal Opportunities

OHG aims to treat all residents, stakeholders and staff fairly and with respect. We will not discriminate against any individual based on race, class, colour, gender, disability, religion, marital status, health, ethnic origin, national origin, age or sexual orientation. Therefore we will:

- make sure our facilities and services are available for use to all neighbourhoods and individuals
- consult with our residents on any proposed changes. It is important to us that all residents have the opportunity to have their say
- respond quickly to any complaints of harassment, violence or unlawful discrimination, and provide support to victims of anti-social behaviour and harassment
- ensure that all our information is available in other languages, in larger print, Braille or on audio tape as needed
- carry out regular surveys of residents' opinions which include asking confidential questions about race and origin to ensure we are giving all residents equal levels of service
- ensure that any new schemes we develop will reflect the needs of the local neighbourhood.

## Service Improvement

Improving our service to residents is really important to us. We are continually striving to improve our performance and ensure that our residents are satisfied with the quality of the service we provide. We will do this by:

- regularly consulting with residents through our consumer panels, special interest groups, focus groups and satisfaction surveys
- comparing our performance with other housing associations and private companies to seek out best practice
- conducting service reviews and other analysis of our

service as part of our Performance Management Framework

- using external companies such as Quality Housing Services and HouseMark to ensure we are delivering standards appropriate to the sector.

### When you contact us

We want to give you the best service we can and for you to be satisfied with the way we treat you and the information we provide. We will always strive to be professional, respectful and helpful to you. We aim to:

- answer your call within four rings
- greet you in a polite way and let you know who you are speaking to
- have a Duty Officer available to take your call or to call you back within 24 hours
- have up to date voicemail messages on our voicemail machines and respond to your messages within 24 hours
- keep call abandonment rates under 10%
- have telephone lines open from Monday to Friday and an out of hour's line to report emergency repairs when the office is closed.

### When you contact us in writing we aim to:

- reply in full within 10 working days or give a valid reason for any delay
- write to you in clear and plain language, with no jargon or errors.

### When you contact us by email we aim to:

- reply in full within 10 working days or give a valid reason for any delay
- write to you in clear and plain language, with no jargon or errors.

### When you come into our reception with a query:

- the reception staff will always be wearing name badges
- the reception staff will offer you a seat and will keep you

informed

- the reception staff will direct you to the right place if we cannot help
- the reception area will be clean and tidy with drinking water available
- Duty Officers will be available from 9.30am to 5.30pm for Community Housing Association residents
- Duty Officers will be available from 9.00am to 5.00pm for Island Homes and Toynbee residents
- we aim to ensure you wait no longer than 10 minutes to see a Duty Officer within these times
- there will be colouring books and crayons available for children and magazines available for adults
- our offices will be made as safe as possible for our customers and staff.

#### If you request an appointment:

- we aim to give you an appointment within 10 working days of your request
- we can come to see you in your own home or you can come into our office where we will see you in a private meeting room
- if we come to your home, we will show you an identity card before entering
- if your appointment is in our office, we aim to ensure you wait no longer than five minutes outside of your appointment time for the designated staff member to see you
- we aim to give you at least 24 hours notice if we have to cancel the appointment
- appointments are available between 9.00am to 6.00pm, Monday to Friday, however we can arrange appointments outside of these hours if necessary.

#### Information and documentation

As one of our tenants we will provide you with:

- your own copy of your Tenancy Agreement

- a residents' handbook
- resident newsletters and information as appropriate
- an annual report advising you of our performance every year
- any leaflet or document we have listed in our reception area or on our website on request.

## Privacy and confidentiality

- The only people who can see the personal information we keep about you are the members of staff who deal with you, people who are allowed to by law or people who have your written permission
- If you want to see the file we keep about you, you can make an appointment with us. We cannot show you any information that someone else has given us about you
- We will only pass information about you to other chapters of the organisation, or outside of the organisation, where it is necessary to provide you with a particular service you have requested, or if we are obliged to by law
- We will give you access to your personal file within 40 days of your request
- We will comply with the Data Protection Act 1998 at all times.

## Estate services

### **We aim to:**

- maintain all communal areas to a high standard
- carry out estates inspections every four weeks
- invite residents to attend inspections and advertise the dates and times in communal entrances or on notice boards
- remove offensive graffiti within one working day of it being reported
- inspect abandoned vehicles within 24 working hours and start action to remove them within three days
- provide a schedule of cleaning and grounds maintenance

on request.

## Anti-social behaviour and harassment

### **We aim to:**

- commence action within the specified timescales for anti-social behaviour classifications:
  - Severe: Immediate action
  - Urgent: To be carried out within 24 hours
  - Moderate: To be carried out within three calendar days
  - Minor: To be carried out within seven calendar days
- provide you with support and advice and agree an action plan with you
- respect your right to confidentiality and only take action with your consent unless we are legally obliged to do so or need to in order to ensure the protection of others
- offer to arrange mediation between neighbours
- work with other agencies, such as the police and social services, to help resolve your case
- help you to apply for emergency accommodation from your local council if you or a member of your household is in danger
- offer appropriate support and protection to witnesses, victims and perpetrators
- keep you updated with regards to your case. A named officer will contact you as and when necessary and at least once a month unless agreed otherwise
- carry out regular tenancy checks on our managed properties to prevent illegal occupation.

## Collecting your rent

### **We will:**

- advise you of the amount of rent and service charge payable before you sign your Tenancy Agreement
- provide you with a list of the services covered by the service charge

- offer you a variety of ways in which you can pay your rent
- send you an All Pay Swipe card within 10 calendar days from the start of your tenancy
- carry out a security check with you before discussing your account details over the phone or in person
- give you four weeks notice of any increase or decrease in your rent or service charge

## Managing your money

### **We will:**

- send you a rent statement every three months
- help you to complete benefit application forms if necessary
- monitor your account weekly and contact you immediately if we see that you are more than two weeks in arrears
- come to a repayment agreement with you if you get into arrears
- offer to refer you to a free debt counselling service if necessary
- commence legal action for rent arrears of five weeks or more, but only apply to court as a last resort after help and support has been offered or given
- provide you with the following items at least 10 days before a court hearing:
  - your current rent statement
  - your housing benefit status if applicable
  - the date, time and venue of the hearing
  - the court order to be requested.

## Day to day repairs

### **We aim to:**

- provide a 24 hour emergency repairs service
- attend urgent and routine repairs between 8.00am and 6.00pm, Monday to Friday

- offer morning and afternoon appointments
- complete the repair during the first appointment
- tell you when you contact us whether the work you want done is our responsibility or your own
- give you a reference number, arrange an inspection if necessary and tell you when the work will commence
- change the appointment date for you if you provide us with 24 hours notice
- ensure our contractor keeps your appointment or will give you at least one working day's notice to cancel an appointment
- ensure our contractor is polite and helpful -treating your home with respect at all times and tidying up before leaving.

In order to manage the many different problems reported to us, we have to prioritise repairs. Our repairs targets vary slightly between the 3 associations within One Housing Group.

### **Emergency repairs target:**

Community / Toynbee: To aim to attend within 2 hours. To complete works within 24 hours

Island Homes: To aim to attend within 1 hour. To complete works within 24 hours

### **Urgent repairs targets:**

Community / Toynbee: To attend within 3 working days and to complete works within 5 working days

Island Homes: To attend within 2 working days and to complete works within 3 working days

### **Priority repairs target:**

Island Homes only: To attend within 5 working days and to complete works within 7 working days

### **Routine repairs target:**

Community / Toynbee: To attend within 5 working days and to complete works within 20 working days

Island Homes: To attend within 10 working days and to complete works within 20 working days

Examples of the repairs that fall within the each category can be found in our residents' handbook, which is on display in all of our reception areas and on our website. Alternatively you can contact the Customer Contact Centre for advice or to request a copy of the residents' handbook. Contact details are listed at the end of this leaflet.

### **Planned works**

We aim to follow a program of planned works to:

- decorate the exterior of your building approximately every five years
- carry out a stock condition survey approximately every five years.

### **Gas safety & servicing**

- We will contact residents at least two months in advance of the annual check
- We will issue a copy of the CP12 to residents within 28 days
- New residents will receive a copy of the CP12 before they move in.

### **If you have a complaint**

- We will accept verbal or written complaints in any format, e.g. phone, letter, email, via the website or in person

- We will send an acknowledgement of your complaint on the day it is received
- We will confirm who will be responsible for the investigation and when you will receive a decision
- We will advise you how to escalate your complaint through each of the internal stages if you remain dissatisfied
- We will use lessons learnt from complaints to drive service improvements
- We will always try and resolve your complaint quickly and efficiently in line with our service standards.

### If you have a compliment or suggestion

- We have a Solutionsbox for residents to send their compliments and suggestions
- We will respond to all compliments and suggestions within 10 working days
- We will publish a report on all suggestions we have implemented annually so you can see how your feedback contributed to us improving our service.

### Community investment

We aim to be a resident focused organisation that values the views and input of its residents.

- If a group of residents would like to set up a Residents' Association, we can help you with the finances and support required to do so
- You will be invited to attend various focus groups for residents with a particular set of interests in common
- If you live on an estate, you will be invited to attend the estate services inspections
- We will regularly consult with a resident based consumer panel on changes to key services
- We will also consult with all residents that may be affected by a particular community issue or service change
- We will consult with you in advance of any major works that are due to commence and will keep you updated

throughout the process

- We will offer you a choice, where possible, over the fittings, equipment and finishing of any major works
- We will contact you in writing and via the telephone, to ask how satisfied you are with the key services that we provide
- The Community Investment Team will keep an up to date register of the residents who would like to be involved with the work of One Housing Group.

## Further Information

For further information, please visit our website where you can view copies of all of our housing services policies:

**[www.onehousinggroup.co.uk](http://www.onehousinggroup.co.uk)**

You can also contact our Customer Contact Centre on **0300 123 9966** with questions relating to the information within this leaflet or to request a copy of our policies and procedures.

If you have any suggestions or ideas on how this leaflet could be made more useful, please send an email to the Service Improvement & Policy Team's Solutionsbox:

**[solutionsbox@onehousinggroup.co.uk](mailto:solutionsbox@onehousinggroup.co.uk)**

or write to:

**Solutionsbox**

**c/o Service Improvement Team**

**Freepost LON4191**

This document is also available in other languages, large print, Braille and audio format by calling 0300 123 9966.

এই তথ্য অন্যান্য ভাষায়, বড় অক্ষরে, ব্রেইলে (অঙ্কলিপিতে) এবং ক্যাসেটে রেকর্ড করে পাওয়া যায়। এ ব্যাপারে দয়া করে **0300 123 9966** নাম্বারে ফোন করুন।

本文檔亦可提供其他語言、大字體、盲文及聲音格式的版本，請撥打**0300 123 9966**垂詢。

Wax kale oo la heli kara dhokumentigan oo ku qoran luqado kale, ama ku daabacan farta waawayn, farta loogu talagalay dadka aragga ka laxaadka la' ama iyadoo maqal ah iyadoo la soo wacayo 0300 123 9966.

Tài liệu này cũng có thể nhận được bằng các thứ tiếng khác, in khổ lớn, chữ Braille và dạng âm thanh bằng cách gọi số điện thoại 0300 123 9966.