**From Carran at Six Town Housing**

Customer Review Group developed  Caretaking Local offer (confidential) then a full suite and our Safety Guidance (including full home and online campaign) produced this <https://www.sixtownhousing.org/safeashouses/>, text linked to the pages and asked for faulty smoke alarm reports and the attached postcard went to every household.

**CUSTOMER SERVICES, FEEDBACK AND COMPLAINTS**

**What’s the deal?**

**This guide sets out the service you can expect to receive when you contact us or if you are unhappy with the way we deal with your enquiries. It describes what we do, the standards of service you can expect and how we will check we are meeting them. It also sets out the things we expect you to do to help us ensure you receive a great service.**

**Accessing our services**

We want to ensure you are able to access our services in a variety of ways and at times that suit you. By providing us with information about yourself, we also try to tailor our services to meet your needs.

We always aim to deal with your queries quickly and effectively when you contact us. If we are unable to do this, we will tell you why and keep you updated until your queries are resolved. We will also tell you if we are unable to help you or do not provide a service you want.

**Our responsibilities**

We will:

* Always treat you with respect, be polite and listen;
* Treat you fairly according to your needs;
* Provide information in ways that are appropriate to you it and tell you when we are unable to offer help;
* Monitor the quality of our responses to your queries to ensure we provide the highest standard of service;
* Not ask for your express permission before we share information, this will be covered by our Privacy Notice with you; and
* Ask you for feedback and use this information to help us improve the services we provide.

**Complaints**

We always aim to provide an excellent service, but know that we sometimes get things wrong and you might want to complain.

We welcome your feedback and treat complaints seriously. When we get things wrong, we will admit this and try to put things right.

Full details on how we deal with complaints can be found here or you can ask a member of staff for a copy of our procedure.

Things we consider to be a complaint:

* Failure to follow a policy or procedure.
* Failure to provide a service that we are required to provide.
* Failure to provide a service to a standard that could reasonably be expected.
* Failing to provide services within published timescales.
* Staff are rude or do not treat you or your home with respect.

Things we do not consider to be a complaint:

* A request for a service.
* Reports of anti-social behaviour (ASB). See our ASB deal for more information.
* About services that we do not provided or which are provided by other agencies.
* Insurance and personal injury claims.
* Legal challenges or cases.

**Our responsibilities**

We will:

* Publish our complaints procedure and ensure it can be easily accessed;
* If we are unable to deal with your complaint, we will tell you and explain the reasons why;
* Try to resolve your complaint as quickly as possible and apologise if we get things wrong;
* If we are unable to resolve your complaint informally and you remain unhappy, we will investigate your concerns in line with our published complaints procedure; and
* Learn from the feedback we receive and use this information to help improve the services we provide.

**What we expect in return**

Your responsibilities**:**

* Where possible, use our website to report routine enquiries or to access information;
* Let us know when we get things right or make a mistake;
* Give us the opportunity to put things right if you make a complaint;
* Be polite and respectful towards our staff; and
* Tell us your views about the service. This will enable us to monitor the quality of the service provided and identify any potential improvements;

**Measuring success**

We will know if we are getting things right by:

* Monitoring and reporting our performance against our agreed performance measures; and
* Asking you how happy you are with the service we have provided.

We will report our performance against these standards in our annual report to tenants. Regular updates will also be provided to our Customer Review Group, who are responsible for reviewing how well we are doing and offering constructive challenge.

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| --- | --- |
| **Performance measures** | **Target** |
| Overall satisfaction with the overall service | 95% |
| % of formal complaints responded to with 10 working days | 100% |

**INVOLVING YOU**

**What’s the deal?**

**This guide sets out the service you can expect to receive from us when you give us feedback or if you decide to get involved. It describes what we do, the standards of service you can expect and how we will check we are meeting them. It also sets out the things we expect you to do to help us ensure the services we provide are great and that together, we are the best team in town.**

Your involvement and feedback is really important to us. It helps inform the decisions we make and ensures the services we provide meet your needs. It also enables you to hold us to account and scrutinise the things we do to ensure we remain customer focused and achieve value for money.

**Our responsibilities**

We will:

* Let you know how you can get involved and ensure this information is easily accessible and clear;
* Offer you a wide range of ways to get involved, monitor standards and help us shape the services we provide;
* Ensure you are supported if you choose to get involved or need help developing new skills so you can become more involved;
* Ensure everyone has the opportunity to get involved, can influence the way we do things and benefits from the services we provide;
* Listen to you and take your views into account whenever we can;
* Consult you on any changes that we wish to make that directly affect you;
* Keep you up to date on what we are doing and how we are performing; and
* Ensure you are given feedback on the impact of your involvement.

**What we expect in return**

Your responsibilities**:**

* Get involved, share your ideas and influence the decisions we make;
* Tell us your views about the service.

**Measuring success**

We will know if we are getting things right by measuring

* Monitoring and reporting our performance against our agreed performance measures; and
* Asking you how happy you are with the service we have provided.

We will report our performance against these standards in our annual report to tenants. Regular updates will also be provided to our Customer Review Group, who are responsible for reviewing how well we are doing and offering constructive challenge.

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| **Performance measures** | **Target** |
| Overall satisfaction with the service provided | 95% |

**IMPROVING YOUR HOME**

**What’s the deal?**

**This guide sets out the service you can expect to receive from us when we carryout improvements to your home. It describes what we do, the standards of service you can expect and how we will check we are meeting them. It also sets out the things we expect you to do to help ensure things go as smoothly as possible whilst the work is undertaken.**

We have an ongoing programme of improvements works to ensure your home continues to meet the Decent Homes Standard. Examples of the improvements we carryout include fitting new kitchens and bathrooms, replacing window and doors, installing new heating systems and reroofing work.

**Our responsibilities**

We will:

* Publish our improvement programme on our website;
* Give you plenty of notice if we plan to carryout improvements in your home;
* Tell you what we are going to do, how we will do it and how long it will take. We will also tell you about any disruption that may be caused and where appropriate, ask you to make colour and material choices;
* Carryout a survey of your home to establish what work is required and provide you with a copy;
* Ask you if you have any specific needs that we need to take account of when we do the work;
* Keep you updated whilst the works are underway and deal with any problems you may have;
* Treat you and your home with respect and ensure we clear up after the work is completed;
* Complete any disabled adaptations you have been assessed for and which have been approved by the Council; and
* Complete any snagging work that is identified during the 12 month xxx.

**What we expect in return**

Your responsibilities**:**

* To contact the Council’s Disability Services Team if you require an assessment for a disabled adaptation in your home;
* Look after your home and improvements we carry out;
* Co-operate with us before and during works. This includes providing access to your home at agreed times and letting us know if you have any concerns about the planned improvement works;
* Ensure your home is safe and smoke free for us to work in. Pets should be kept safe and children under 18 should not be left alone in the house; and
* Move any furniture or personal items prior to us starting the work to ensure rooms are accessible.

**Measuring success**

We will know if we are getting things right by

* Monitoring and reporting our performance against our agreed performance measures; and
* Asking you how happy you are with the service we have provided.

We will report our performance against these standards in our annual report to tenants. Regular updates will also be provided to our Customer Review Group, who are responsible for reviewing how well we are doing and offering constructive challenge.

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| **Service standards** | **Target** |
| Customer satisfaction with capital programme | 96% |
| % of homes that fail to meet the Decent Homes Standard | 0% |

**REPAIRING AND MAINTAINING YOUR HOME**

**What’s the deal?**

**This guide sets out the service you can expect to receive from us when you request a repair in your home. It describes what we do, the standards of service you can expect and how we will check we are meeting them. It also sets out the things we expect you to do to help us ensure your home remains well maintained, secure and safe.**

We are responsible for most of the repairs in your home, as set out in your tenancy agreement. We will maintain the structure and the outside of your property and the fixtures and fittings inside your home. We also make sure that the gas, electricity and water are safely provided.

**Our responsibilities**

We will:

* Provide you with a number of ways to report your repairs, including offering an out of hours emergency service;
* Advise you if the repair is your responsibility or if you will be charged for the work;
* Complete jobs classified as an emergency within 24 hours. You will be offered an appointment for all other work and we aim to fix the repair in a single visit whenever we can.
* Remind you of your appointment by text.
* Leave a calling card if you are not home at the time of the visit. If you are not at home, your repair will be cancelled until you contact us again or unless it is an essential or emergency repair;
* Take appropriate action against you if you do not allow us access to complete the annual gas safety check or other essential repairs. You will be charged for any costs that are incurred; and
* Test any hard wired smoke alarm fitted to your home by us every 10 years, as part of our periodic planned electrical testing.

**What we expect in return**

Your responsibilities**:**

* Carry out any repairs that you are responsible for;
* Look after your home and not cause or allow any damage to be caused;
* Put right any damage that is caused to your home by your family, visitors or pets;
* Report repairs promptly and allow us access to your home to undertake any necessary work;
* Get our written permission to carry out improvements to your home or communal areas which may affect the structure or fixtures and fittings maintained by us;
* Provide us with sufficient information so that we can correctly prioritise your repair;
* Ensure you keep your agreed appointment. Let us know as soon as possible or at least 24 hours before, if you are not going to be able to keep your appointment;
* Provide us with your correct up to date contact details;
* Ensure your home is safe for us to work in. Pets should be kept safe and children under 18 should not be left alone in the house; and
* Move any furniture or personal items to ensure the item that needs repairing or checking is accessible.

**Measuring success**

We will know if we are getting things right by:

* Monitoring and reporting our performance against our agreed performance measures; and
* Asking you how happy you are with the service we have provided.

We will report our performance against these standards in our annual report to tenants. Regular updates will also be provided to our Customer Review Group, who are responsible for reviewing how well we are doing and offering constructive challenge.

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| **Performance measures** | **Target** |
| Customer satisfaction with repairs | 99% |
| % of repairs completed on time | 95% |
| Repairs done right first time | 99% |
| Repairs appointments made and kept | 95% |

**KEEPING YOU SAFE**

**What’s the deal?**

**Your safety is our top priority and we want to do all we can to ensure you remain safe in your home. This leaflet sets out how we do this and provides details on things we do to reduce any risks. It also sets out some of the things you can do to protect yourself and your family.**

**Our responsibilities**

We will:

* Ensure all of the gas appliances in your home that we are responsible for are checked every year by a qualified Gas Technician. A copy of your Landlord Gas Safety Check certificate (LGSR) will be given to you at the time.
* Check your smoke detector every year, if you have one when we complete the gas serving.
* Carry out fire risk assessments (FRAs) of the communal areas in all of our blocks of flats every two years. If we come across any damage or a fault we will fix it to ensure you remain safe. We will provide you with a copy of the FRA if you ask us. We will also check communal areas regularly to ensure they remain clean and free of obstructions.
* Carry out checks on the electrical supply in your home every 10 years and in communal areas every year, including checking the emergency lighting. We will provide you with a copy of the electrical report if you ask us. We also check electrical appliances we own in our furnished tenancy properties every year. If we spot damaged or faulty systems we will carry out the necessary work.
* Carry out asbestos risk assessments of the communal areas in all of our blocks of flats every two years.
* Check the water systems in our sheltered housing schemes and communal water tanks every year to prevent and control the risks of bacteria like legionella. If you have a cold water tank in your property, we will check this every two years.
* Make sure all of the safety related equipment and signs are maintained in the shared areas we own.

**What we expect in return**

Your responsibilities**:**

* Remove any unnecessary rubbish from your home as this will reduce the likelihood of accidents, slips and fires.
* Always allow us access to carry out maintenance and safety checks in your home.
* Report any faults promptly and tell us if you come across anything that appears broken or looks out of place as soon as you can.
* Keep all communal areas clear and free of obstructions such as plant pots, prams, mobility scooters and bikes.
* Do not obstruct or interfere with anything that we provided or prop open communal doors.
* Ensure the electrical and gas appliances you own are serviced and maintained in line with the manufacture’s guidelines.

**Measuring success**

We will know if we are getting things right by:

* Monitoring and reporting our performance against our agreed performance measures; and
* Asking you how happy you are with the service we have provided.

We will report our performance against these standards in our annual report to tenants. Regular updates will also be provided to our Customer Review Group, who are responsible for reviewing how well we are doing and offering constructive challenge.

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| **Performance measures** | **Target** |
| No. of overdue gas safety checks | 0% |
| No. of outstanding periodic electrical checks | 0% |
| Overall percentage of planned compliance checks completed | 100% |
| No. of planned Fire Risk Assessments completed | 100% |

**DEALING WITH REPORTS OF ANTI-SOCIAL BEHAVIOUR**

**What’s the deal?**

**This guide sets out the service you can expect to receive from us if you experience problems with anti-social behaviour (ASB). It describes what we do, the standards of service you can expect and how we will check we are meeting them. It also sets out the things we expect you to do to help us deal with reports of unacceptable behaviour.**

We know that ASB can mean different things to different people and can sometimes include criminal activity. For us, ASB includes incidents of hate crimes, excessive noise, repeated abusive language or behaviour, harassment, damage to property and threats of violence. It does not include:

* Normal day to day activities or household noise;
* Children playing ball games or other games;
* People being unpleasant towards one another, personal disputes, staring or other actions that we believe are not sufficiently serious enough to cause risk of harm;
* Issues relating to parking;
* One off incidents that are minor in nature and unlikely to be repeated; or
* Dogs barking for short periods of time.

Further details are included in your tenancy agreement.

Criminal activity such as hate crime and the use, production or dealing of illegal drugs should be reported to the Police.

**Our responsibilities**

We will:

* Respond to reports of ASB and prioritise cases. We will do this by asking you a series of short questions to establish what has happened, the frequency of the problem you are experiencing and by assessing the harm or potential risks of harm caused by the ASB;
* Tell you what action we can and cannot take. If we decide to take no further action, we will explain the reasons why and confirm this in writing. We will keep a log of the incident, in case this information is needed in the future;
* Contact you within our agreed response timescales to gather information, explain available options and agree an action plan for investigating and resolving the problems you are experiencing. In cases of serious ASB and Hate Crime, we will do this within 24 hours. In all other cases, we will aim to contact you within 5 working days;
* Contact other witnesses, make enquiries with other agencies and signpost you to other organisations such as the Police, where appropriate. We will need your consent to do this, unless there is an overriding safeguarding concern in relation to a vulnerable adult or child;
* Keep you informed of developments. Your case will be closed if no reports of ASB are received from you after x weeks, if the issue is resolved or when no further action can be taken by us. We will confirm our decision in writing, but will reopen the case should any further incidents of ASB be reported or if new evidence is provided:
* Contact the person alleged to have acted anti-socially to ensure we have all the facts and they are given a fair opportunity to respond to the allegations. Where appropriate, we will also explain the consequences and summarise the next steps of our investigations. We will not disclose your identity at this point, but where this is not possible because of the nature of the incident, we will advise you and discuss options with you;
* Try to use informal measures such as mediation to resolve your problems and consider taking enforcement action where required;
* Provide you with access to a Noise App if you have problems with excessive noise and install noise monitoring equipment in certain circumstances;
* Where we need to take legal action, we will support you through this process and provide assistance and advice on gathering evidence;
* Keep your information confidential and not share it with other parties, unless xxxx;
* Contact you when we close the case to seek your views on the service provided and identify any potential areas for improvement; and
* Put your safety first.

**What we expect in return**

Your responsibilities**:**

* Adhere to the conditions of your tenancy agreement, including looking after your home and being a good neighbour;
* Be tolerant and respectful towards your neighbours and other people living in the community;
* Try to resolve disputes with your neighbours yourself without the need for us to get involved. You should only do this if it is safe to do so; and
* Work with us to gather evidence. This includes keeping an accurate record of incidents that occur and reporting these promptly to us or other agencies such as the Police. If you do not do this, we will be not be able to challenge the unacceptable behaviour or build a case against the person causing it.

**Measuring success**

We will know if we are getting things right by:

* Monitoring and reporting our performance against our agreed performance measures; and
* Asking you how happy you are with the service we have provided.

We will report our performance against these standards in our annual report to tenants. Regular updates will also be provided to our Customer Review Group, who are responsible for reviewing how well we are doing and offering constructive challenge.

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| **Performance measures** | **Target** |
| Customer satisfaction with the outcome of their ASB case | **90%** |
| Number of new ASB cases per 1,000 properties | 5 |
| % of closed ASB cases that have been resolved. | 90% |
| Respond to serious incidents of ASB within 1 working day | 100% |
| Respond to incidents of ASB within 5 working days | 100% |

**YOUR NEIGHBOURHOOD AND COMMUNITY**

**What’s the deal?**

**This guide sets out the service you can expect to receive from us in relation to your neighbourhood. This includes shared play areas, car parking areas, communal areas in blocks of flats and shared grassed areas that we are responsible for. It describes what we do, the standards of service you can expect and how we will check we are meeting them. It also sets out the things we expect you to do to help us ensure your neighbourhood remains a great place to live.**

**Our responsibilities**

We will:

* Regularly inspect your estate to ensure they remain clean, safe and free of graffiti and hazards;
* Clean the communal areas in blocks of flats. This will include cleaning all floors and stairs, windows and checking the emergency lighting. If we come across any damage or a fault we will fix it to ensure you remain safe. If personal items are found in a communal area, you will be asked to remove them within 7 days. If you fail to do so, we will remove and dispose of the items.
* Work with you, the Council and other agencies to help improve the look and feel of your neighbourhood;
* Refer you to other organisations and other sources of help should you need support with such things as welfare benefits advice or debt;
* Encourage and support community events, projects and improvements that benefit your neighbourhood;
* Remove or arrange for the Council to remove fly tipping that is dumped in your neighbourhood. We will do this after investigating the matter and prosecute offenders if we are able to identify them; and
* Ensure our estate notice boards are regularly inspected, maintained and updated with new information, as appropriate

**What we expect in return**

Your responsibilities**:**

* To adhere to the conditions of your tenancy agreement, including looking after your home and garden;
* To dispose of your rubbish properly and report any problems with waste management to the Council;
* To report any problems you see promptly, including repairs, graffiti and any hazards; and
* To keep any communal areas, including shared entrances, hallways, landings and staircases clean and clear of any objects.

**Measuring success**

We will know if we are getting things right by:

* Monitoring and reporting our performance against our agreed performance measures;
* Asking you how happy you are with the service we have provided; and
* Publishing details on the work we do in our customer newsletter and website.

We will report our performance against these standards in our annual report to tenants. Regular updates will also be provided to our Customer Review Group, who are responsible for reviewing how well we are doing and offering constructive challenge.

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| **Performance measures** | **Target** |
| % of customers satisfied with their neighbourhood | 97% |
| % of communal fire inspections carried out annually | 100% |
| Remove offensive or racist graffiti within 24 hours | 100% |
| Remove all other graffiti from property we are responsible for within 5 working days | 100% |
| Remove fly tipping that is on land we are responsible for **within x days** | 100% |

**PAYING YOUR RENT**

**What’s the deal?**

**This guide sets out the service you can expect to receive from us in relation to paying your rent or if you fall into rent arrears. It describes what we do, the standards of service you can expect and how we will check we are meeting them. It also sets out the things we expect you to do to ensure your rent is paid in advance or if you fall into rent arrears.**

Your rent pays for the services we provide. This includes the repairs and improvements we do to our home. As a tenant, you are responsible for making sure your rent is paid on time. We do, however, understand that there may be times during your tenancy when you struggle to pay your rent, and we want you to know we are here to help and will do all we can to support you.

**Our responsibilities**

We will:

* If you are a new tenant, we will tell you about your responsibilities, advise you of the amount you have to pay and help you set up your preferred payment arrangements;
* Offer you a range of ways to pay your rent and other charges in advance;
* Provide you with access to on-line facilities so that you can stay in control of your rent and make payments at times that best suit you;
* Contact you promptly if you fall into rent arrears and offer you advice on what you need to do to clear the arrears. This will include agreeing an affordable repayment plan with you, where appropriate;
* Signpost you to support or make a referral if you need help with your rent, debts, claiming benefits or support into employment;
* Take legal action against you if you fail to pay your rent or keep to an agreed repayment plan.

**What we expect in return**

Your responsibilities**:**

* Pay your rent first, in advance all the time;
* Let us know of any changes in your household makeup or financial circumstances that may affect your ability to pay your rent. This includes letting us know if you make a claim for Universal Credit and how you intend to ensure your rent is paid;
* Respond promptly if we try to contact you or ask you for information;
* Engage with any support services that are offered to you; and
* Ensure you stick to any repayment payment plan we agree with you. If you do not do this, we will take legal action against you and you could lose your home.

**Measuring success**

We will know if we are getting things right by:

* Monitoring and reporting our performance against our agreed performance measures; and
* Asking you how happy you are with the service we have provided.

We will report our performance against these standards in our annual report to tenants. Regular updates will also be provided to our Customer Review Group, who are responsible for reviewing how well we are doing and offering constructive challenge.

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| **Performance measures** | **Target** |
| Proportion of rent collected | 99% |
| % of rent arrears of current tenants | 3.1% |

**YOUR TENANCY**

**What’s the deal?**

**This guide sets out the service you can expect to receive from us in relation to your tenancy. It describes what we do, the standards of service you can expect and how we will check we are meeting them. It also sets out the things we expect you to do to ensure your tenancy runs smoothly and you are happy in your home.**

**Our responsibilities**

We will:

* Ensure all of our empty homes meet our published ‘lettable standard’ and are clean, safe and ready for you to move in to as quickly as possible;
* Arrange for you to view your new home and answer any queries you may have before you sign your tenancy agreement;
* Tell you about your rights and responsibilities, provide you with information about your new home and advice you on the rent that is due when you sign your tenancy agreement. We will also tell you about the services we provide and check if you need any help managing your home. Where appropriate, we will make referrals to other agencies who offer specialised help, if you agree to this;
* Visit you within the first few weeks of moving in, to check you have settled in and to answer any further queries you may have; and
* Provide you with free access to Home Swapper; a national online facility that allows you to swap homes with another tenant.

**What we expect in return**

Your responsibilities**:**

* To adhere to the conditions of your tenancy agreement, including looking after your home and garden;
* To pay your rent first, in advance all the time;
* Allowing us access to your home at agreed times;
* To let us know of any changes in your circumstances that may affect your tenancy;
* To respond promptly if we try to contact you or ask you for information;
* To engage with any support services that are offered to you; and
* Tell us your views about the service. This will enable us to monitor the quality of the service provided and identify any potential improvements;

**Measuring success**

We will know if we are getting things right by:

* Monitoring and reporting our performance against our agreed performance measures;
* Asking you how happy you are with the service we have provided; and
* Publishing details on the work we do in our customer newsletter and website.

We will report our performance against these standards in our annual report to tenants. Regular updates will also be provided to our Customer Review Group, who are responsible for reviewing how well we are doing and offering constructive challenge.

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| --- | --- |
| **Performance measures** | **Target** |
| Customer Satisfaction with allocation & letting process | 95% |
| Average time taken to let properties (general needs) | 30 days |