

# DRAFT [for consultation only]

## Service Standards

### Access and customer care

#### We aim to:

- Provide a high quality service at all times
- Ensure that all our staff and contractors are polite and professional
- Ensure that customers have equal access to our services
- Deal with you enquires promptly and effectively
- Ensure our services provide value fo money
- Ensure that customers are able to make informed choices about the services they receive.

#### If you email or write to us:

- We will respond within 10 working days (letters)
- We will respond within 5 working days (emails)
- If we are not able to provide a full response within this timescale we will provide you with details of who is dealing with your enquiry and when you will receive a reply.

#### If you telephone us:

- Ensure that at our customer service centre the average call response time is 6 rings (24 seconds)
- Ensure that 80% of calls are responded to within 5 rings (20 seconds) – (precise response times may vary depending on the level of calls we are receiving at the time of your call so it would be unrealistic and unfair to you as a customer for us to commit to precise times for each call)
- We will use call holding time to promote awareness of the busiest/quietest times for calling
- Direct dial to landline or mobile phones will be replied to within 6 rings or offer the option of leaving voicemail message
- Messages left on voicemail will be responded to within 24 hours, unless other timescale given
- Deal with your enquiry in a sensitive and confidential manner.

#### If you visit our regional offices:

- Our opening times will be clearly displayed
- Our reception areas will be clean, tidy, display up to date information and offer toilet facilities
- You will be greeted by a polite & professional member of staff wearing an identification badge with photograph
- You will be offered the facility of a private interview room.

#### If we visit your home:

- Our staff & contractors will display an identification badge at all times
- Our staff/contractors will wear shoe covers on request before entering
- We will visit at a time convenient to you and offer you early morning or evening visits (within hours of 8am - 8pm).

#### Equal Access to our services:

- Our Regional Office areas will be accessible to disabled visitors
- Translation and interpreting services, and hearing loop are available either in our offices, over the telephone, or for written communication
- Our customer service centre is open from 8am until 8pm, Monday to Friday.

#### Complaints – If we get it wrong:

- We will promote our complaints procedure on our website and in our written publications
- When you report a complaint you will be provided with a unique case reference number
- We will investigate and keep you informed within timescales agreed with you
- We will apologise and right the wrong as quickly as possible
- Offer you the opportunity to complete a satisfaction survey on how your complaint was handled and wherever possible let you know how we have learned from any mistakes we have made.

# DRAFT [for consultation only]

## Service Standards

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### Access and customer care... continued

#### Consultation:

- Be open in our work and seek your opinions using a range of consultation and research methods
- Show you how your views have improved our services
- Promote membership of representative forums and groups to both tenants and leaseholders

#### Communication:

- We will produce and distribute newsletters within frequencies agreed locally
- We will produce and distribute 3 copies of our residents publication "open door" each year
- We will ensure our website is up to date and accessible

#### Service Specific standards:

- We have produced and will promote service standards specific to all the different services we provide
- Produce annual reports to compare performance against expected standards.

# DRAFT [for consultation only]

## Service Standards

### Estate management

#### We aim to:

- Provide a high quality service at all times
- Ensure that your estate or scheme is kept clean and tidy
- Ensure we provide a safe and secure environment by dealing with ASB effectively through prevention, enforcement and support
- Provide you with the opportunity to give feedback, shape and influence services
- Ensure that you are able to make informed choices about the services they receive.

#### Estate/Scheme inspections:

- We will inspect your estate/scheme within timescales agreed with you locally. Timescales will range from monthly, quarterly and six monthly
- In consultation with you we will set an annual minimum average score. Where this minimum score is not achieved an estate action plan will be developed and implemented. A copy of the plan will be issued to you
- We will publish dates of inspections 6 monthly in advance
- We will promote the opportunities for you to participate in the inspections and offer flexible times with option of a minimum of one evening inspection per year
- If you attend an inspection we will feedback to you the outcomes and action points within 5 working days.

#### Cleaning & Gardening Services:

- We will offer you the opportunity of an annual review meeting or survey to discuss/measure performance and satisfaction
- Where practical we will publicise the works schedules in communal areas
- A programme of customer service monitor inspections will be undertaken minimum 3 times per year (a group of residents trained to undertake inspections of our properties will undertake random snapshot inspections and feedback to us their findings)
- We will remove all offensive graffiti within 1 working day of being reported
- Where arrangements not already made with the Local Council we will remove illegally dumped refuse within 5 working days of being reported to us.

#### Parking & Abandoned Vehicles:

- We will consult with you prior to the introduction of any local parking management arrangements
- Within 5 days of being notified we will sticker untaxed/abandoned vehicles and commence the process for removal.

#### Anti Social Behaviour:

- If you report an incident of anti social behaviour considered as high risk we will contact you within 24hours. This includes serious criminal activity, use of violence, serious damage to property, hate crime, domestic violence
- If you report an incident of anti social behaviour considered as a medium risk we will contact you within 5 working days. This includes less serious criminal activity, verbal abuse, high level noise nuisance, intimidating behaviour
- If you report an incident of anti social behaviour considered as a low risk we will contact you within 10 working days. This includes neighbour disputes, low level noise nuisance, other less serious breaches of tenancy/lease
- As part of our investigation, where appropriate, we will agree and document an action plan with you
- We will keep you updated on your case at least every 10 days unless we agree an alternative approach with you
- We will contact you when we close your case, giving you reasons for the decision and actions taken.

# DRAFT [for consultation only]

## Service Standards

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### Estate management... continued

#### Access to Information held about you:

- You have a legal right to request to see information held about you on our records within 40 days of your request. We will commit to ensure that we comply with this timescale but will aim to reply within our customer care service standards.

# DRAFT [for consultation only]

## Service Standards

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### Housing for older people

#### We aim to:

- Provide a high quality service at all times
- Ensure that your needs are regularly assessed and provided for
- Provide you with the opportunity to give feedback, shape and influence services
- Ensure that you are able to make informed choices about the services they receive.

#### Support Plans:

- We will meet with you and carry out a full support plan with you at least once a year, with a review undertaken within 6 months
- If we know that your circumstances have changed additional reviews will be undertaken
- You will be offered a copy of the plan/review within 5 working days of the meeting.

#### Scheme inspections:

- We will undertake a scheme inspection every two months and encourage you to attend
- We will publish dates and times of inspections 6 months in advance
- We will feedback to you the outcomes and action points from all inspections within 5 working days.

#### Community Alarm Service:

- We will provide 24hour, 365 days per year, community alarm services
- Provide the opportunity to feedback on the standard of service you receive.

#### Communication:

- We will provide notice boards at all schemes
- We will produce and distribute scheme newsletters every three months
- Activities taking place in the communal facilities are open to you all and will be promoted and publicised.

#### Scheme Staff:

- Scheme staff will display name badges at all times
- We will offer you the option of daily call/visit.

# DRAFT [for consultation only]

## Service Standards

### Major works [inside your home and communal areas]

#### We aim to:

- Provide a high quality service at all times
- Make sure your home is in a good condition and meets modern standards
- Provide you with the opportunity to give feedback, shape and influence services
- Ensure that you are able to make informed choices about the services you receive.

#### Consultation, before the start of any works program we will:

- Write to you explaining the work we plan to do and our expected timetable, as early as possible but at least eight weeks before work begins
- Use the most effective means to consult you over our plans, find out your views and find out if you have any specific needs or requirements at least four weeks before work begins. This may be by an open meeting, a face to face interview, telephone conversation or in writing
- Introduce you to our contractor at a meeting or by letter at least two weeks before work begins on site
- If work is to take place inside your home, our contractor will visit you to agree the designs, offer you choices where possible, discuss your specific needs and agree timescales at least two weeks before work begins in your home
- On our larger projects we will also offer you the opportunity to select a resident representative to be involved in appointing contractors and joining the project management team.

#### Completion of works programme:

- We will offer you the opportunity for a site inspection to check the work has been completed to good standard
- We will offer you the opportunity for a site inspection to check the work has been completed to good standard
- We will offer you the opportunity for a site inspection to check the work has been completed to good standard. We will issue you with a confidential customer satisfaction survey so we can collate feedback and use this information to make improvements for future programmes.

#### Delivery of works program:

- We will give you at least two weeks notice before access is required to your home
- We will offer you an appointment convenient to you for works to be undertaken
- We will issue you with a "residents information pack" (to include the program for your home) no later than two weeks before works commence
- We will give you the contact details of person who is the key point of contact
- We will ensure our contractors treat you and your home with courtesy and respect
- We will ensure you are regularly kept informed about progress of the works program.

# DRAFT [for consultation only]

## Service Standards

### Paying your rent

#### We aim to:

- Provide a high quality service at all times
- Provide you with the opportunity to give feedback, shape and influence services
- Ensure that you are able to make informed choices about the services you receive
- Maximise recovery of rent and service charges.

#### We will offer a variety of payment methods including:

- Direct debit
- Debit or credit card payments - online, by text message or on the phone via automated service, direct to service centre or via allpay
- Cash, cheque or debit / credit card using a paymate swipe card at a post office, local store or petrol station where the Pay Point or E-pay sign is displayed.

#### If you make a payment:

- The payment will be posted to your rent/service charge account within 2 working days (if you pay by cheque this will be from the day we receive the cheque) *If for any reason your payment is not showing we will investigate*

#### Supply you with regular statements:

- If you rent your home you will receive a statement every 3 months
- If you are a leaseholder, shared owner or freeholder you will receive a statement every 6 months
- You can request a copy statement from our service centre which you will receive within 3 working days
- You can view your statement on line at any time.

#### Notify you of any change to your rent at least 1 month before it takes effect:

- You will receive notification by post 1 month in advance.

#### We will contact you if your rent or service charge account goes into arrears:

- We will inform you of the amount you are behind by and request payment within 7 days
- If you are claiming Housing Benefit we will offer assistance with completing your application form.

#### We will commence legal proceedings if:

- All previous agreements will have been breached or a satisfactory agreement cannot be reached
- Any vulnerabilities we are aware of have been addressed and support has been offered
- Any vulnerabilities we are aware of have been addressed and support has been offered
- The relevant legal notices and documents served.

#### Debt advice agencies:

- If you rent your home and are identified as experiencing hardship and/or requiring debt advice you will be
- signposted to external debt agencies or to our in-house financial inclusion service as appropriate
- Residents who own or part own their properties will be signposted to other agencies as appropriate.

#### Customer Satisfaction:

- We will contact an average of 60 residents per month to survey satisfaction with the service.

# DRAFT [for consultation only]

## Service Standards

### Home ownership

#### We aim to:

- Provide a high quality service at all times
- Provide you with the opportunity to give feedback, shape and influence services
- Ensure that you are able to make informed choices about the services you receive.

#### Consultation:

- When you move in to your home we will provide you with a handbook containing information about our services
- We will produce and distribute newsletters within frequencies agreed locally.

#### Re-mortgaging:

- Respond to your application to re-mortgage within 10 working days
- Complete the application process in compliance within statutory timescales.

#### Applying to buy your home:

- Provide you with an application pack within 5 working days of a request
- Advise you within 10 working days if your application has been accepted
- Offer you a free financial interview and access to mortgage advisors.

#### Buying more shares in your home (staircasing up) or Selling shares in your home (staircasing down):

- Provide you with an information leaflet within 5 working days of an enquiry
- Arrange a valuation within 10 days of receiving your valuation payment – using valuer of your choice
- Complete the application process in compliance within statutory timescales.

#### Selling your home:

- Provide you with an information leaflet within 5 working days of an enquiry
- Tell you about any costs or fees you may have to pay within 5 working days of an enquiry
- Within 5 working days of receiving your valuation payment arrange for a valuer to contact you to undertake valuation of your home
- Provide you with a purchaser within the timescale set out in your lease or allow you to find your own purchaser.

#### Extending your lease:

- Supply you with an information leaflet within 5 working days of an enquiry
- Advise you within 10 working days if your application has been accepted
- Within five working days of receiving your instruction appoint a valuer and claim any fees or costs on completion of the process
- Complete the application process in compliance within legal timescales.

# DRAFT [for consultation only]

## Service Standards

### Lettings and allocations

#### We aim to:

- Provide a high quality service at all times
- Ensure our properties are relet quickly, to a high standard
- Provide you with the opportunity to give feedback, shape and influence services
- Ensure that you are able to make informed choices about the services you receive
- Allocate our homes fairly to those most in need.

#### How we will meet these aims:

- Allocate our homes fairly, through local authority and sub-regional choice-based lettings schemes where they are available
- make a statement of our lettings policy available on our website and supply a copy in writing within 5 working days.

#### If you are one of our residents applying for transfer we will:

- Give you advice about moving and what your housing options are
- Assess your application within 10 working days of receiving it, using a priority banding system
- Undertake an annual review of your transfer application
- Provide you with information on how long you might need to wait for rehousing.

#### If you are applying to become one of our residents for the first time, we will:

##### Waiting List Applicants

- Provide information on where we have waiting lists if you are applying direct; within 5 working days
- Undertake an annual review of your application
- Assess your application within 10 working days of receiving it, using a priority banding system.

##### Applicants Nominated By a Local Authority

- Give you a date for an interview, which will be within 4 days, if you have been put forward by a local council
- Always seek information on your support needs if you have any and make referrals to support agencies as appropriate.

##### All applicants

- Provide you with an accompanied viewing of the property offered
- Provide you with a minimum of 48 hours notice to view a property
- Provide you with details of our property lettable standard with your offer letter
- Provide you with a comprehensive pack of information about our services at the time of signing your tenancy agreement
- We will undertake a satisfaction survey to capture your feedback on the lettings service
- Arrange a follow up settling in visit within 6 weeks of you moving in.

# DRAFT [for consultation only]

## Service Standards

### Repairs and maintenance

#### We aim to:

- Provide a high quality service at all times
- Repairs and maintenance
- Ensure that you are able to make informed choices about the services you receive.

#### Quality Checks:

- We will visit and undertake quality inspections (10% of all repairs every month)
- We will undertake random telephone satisfaction surveys (10% of all repairs every month)
- We will ensure all complaints relating to quality received involve an on site inspection if requested.

#### Customer Satisfaction:

- Ensure an appointment is offered to carry out the repair
- As far as possible ensure your repair is completed in one visit but sometimes more than one visit will be necessary
- Ensure your repair is completed within a reasonable timescale.

#### Access and Customer Care:

- Ensure all our contractors commit to and comply with our Access and Customer Care service standards.

#### Consultation:

- Offer you the opportunity to be involved in the appointment and monitoring of contractors.

#### Gas Safety:

- If you rent your home ensure you have an appointment made, at your convenience, to have your annual gas safety check.

#### Decoration of communal areas:

- External and internal communal areas will be redecorated every five years (currently 7 years for JBHA residents)
- Provide you with a of minimum 4 weeks notice in advance of decoration works commencing.

#### Emergency Repairs:

- Provide a 24 hour emergency repair service.

#### Improvements to your home:

- We will provide you with a decision on any application to carry out alterations to your home within 28 days.

# DRAFT [for consultation only]

## Service Standards

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### Supported housing

#### We aim to:

- Provide a high quality service at all times
- Ensure that your needs are regularly assessed and provided for
- Provide you with the opportunity to give feedback, shape and influence services
- Ensure that you are able to make informed choices about the services you receive.

#### Support Plans:

- We will meet with you and carry out a full support plan with you at least 4 times a year, with a review undertaken after 6 weeks
- Where circumstances are known to change additional reviews will be undertaken
- You will receive your copy of the plan/review within 5 working days of the meeting.

#### Community Alarm Service:

- Where Support Schemes are not covered 24/7 there will be an out of hours community alarm service available.

#### Scheme Staff:

- Scheme staff will display name badges at all times
- We will work with you to achieve the objectives set out in Support Plans
- We will work with other agencies to ensure your support is as comprehensive as possible.

#### Scheme inspections:

- We will undertake a scheme inspection monthly
- We will feedback to you the outcomes and action points from all inspections within 5 working days.

#### Communication:

- We will provide notice boards at all schemes
- We will produce and distribute scheme newsletters every three months.

# DRAFT [for consultation only]

## Service Standards

### Resident's questionnaire for feedback

**Question 1. Do you find the text and content of the service standards easy to understand?**  
Please highlight any sections that you found difficult to read/understand and why

Your view:

**Question 2. Please provide your comments on each of the draft standards documents by indicating if you think that the standards:**

- a) are realistic and achievable
- b) meet your expectations as a customer
- c) Any other comments

#### Tenancy & Estate Management Service Standards

a) are realistic and achievable

b) meet your expectations as a customer

c) Any other comments

#### Sheltered Housing Service Standards

a) are realistic and achievable

b) meet your expectations as a customer

c) Any other comments

# DRAFT [for consultation only]

## Service Standards

### Resident's questionnaire for feedback... continued

Major Works & Regeneration Service Standards	
a) are realistic and achievable	
b) meet your expectations as a customer	
c) Any other comments	

Income Collection Service Standards	
a) are realistic and achievable	
b) meet your expectations as a customer	
c) Any other comments	

Home Ownership Service Standards	
a) are realistic and achievable	
b) meet your expectations as a customer	
c) Any other comments	

# DRAFT [for consultation only]

## Service Standards

### Resident's questionnaire for feedback... continued

<b>Lettings &amp; Allocations Service Standards</b>	
a) are realistic and achievable	
b) meet your expectations as a customer	
c) Any other comments	

<b>Repairs and Maintenance Service Standards</b>	
a) are realistic and achievable	
b) meet your expectations as a customer	
c) Any other comments	

<b>Question 3. How would you like to see us report on how we perform in meeting these standards</b>	
a) Newsletters/Open Door	
b) Our Website	
c) Annual Service Standard Statement	
d) Other suggestions	
Your View	

# DRAFT [for consultation only]

## Service Standards

### Resident's questionnaire for feedback... continued

**Question 4. Are there any service areas that you think should have service standards that we have not included?**

Please give any examples and what the standards might be

b) meet your expectations as a customer

c) Any other comments

Your view

**Question 5. Please let us know any other views or suggestions you may have regarding our service standards that has not been covered by the questionnaire**

Your view:

### More information

Thank you for taking the time to help us review our service standards. If you would like any further information on this review please contact:

James Mark, Operations Project Manager on 0207 324 1214 or [james.mark@shgroup.org.uk](mailto:james.mark@shgroup.org.uk)

### What to do next

To send electronically completed forms by email, click on the red button

**SEND**

OR

Please send completed paper copies to:

James Mark  
Southern Housing Group  
Freepost KE 8547  
59 - 61 Clerkenwell Road  
London  
EC1M 5LA