

# Acis Customer Service Standards



## Sheltered accommodation

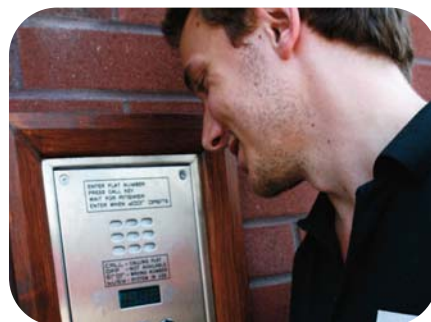


For people interested in moving into our sheltered housing we will ensure that:

- We will provide you with a full information and application pack within 3 working days of your request.
- If you request to view, you will be invited to meet the scheme manager within 3 working days.
- When offered accommodation, the scheme manager will accompany you to view the property.
- You can discuss rent payment methods and housing benefit claims with our Housing Benefit Liaison Manager, prior to signing your tenancy agreement.

For residents living in our sheltered housing we will ensure that:

- When you move into the scheme you will receive an information pack about the facilities and services on the scheme and within the local neighbourhood.
- You receive a daily visit or intercom call from your scheme manager, except on weekends, bank holidays and training days when emergency cover is provided.
- We provide emergency 24 hour cover, 365 days per year.



**“Better homes and better services for better lives”**



- Your support needs are assessed within 4 weeks of moving into a scheme and you receive a copy of your support plan.
- Your support plan will be reviewed every 6 months, unless your needs change, when a new assessment will be carried out.
- Quarterly audits are performed on the sheltered scheme facilities.
- We report any faults on the emergency alarm system, fire safety equipment or communal facilities, on the same day we become aware of them.
- We maintain the grounds surrounding the schemes. We will cut the grass, maintain flower beds and borders and prune shrubs and roses.



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