

Acis Customer Service Standards



Looking after your home



Empty property standard

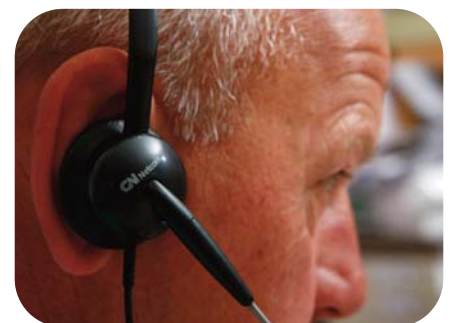
- Carry out an accompanied viewing on 100% of properties.
- We will provide a copy of the Acis lettable standard with your offer of accommodation.
- Provide a welcome pack when you move in containing useful information about Acis and local services and amenities.
- Provide safety certificates for your property which include an Energy Performance Certificate which tells you the energy efficiency of your new home.

Leaving your home standard

- We will visit you to check your home with you within 2 weeks of receiving your notice to leave
- We will operate a golden good bye scheme for residents that leave their home in good condition and leave a clear rent account.

Improvements

- We will survey your property every 5 years and provide you with an explanation of the results.
- When a property is due to have an improvement carried out, we will make you aware of all the steps of the process in a timely manner to give no surprises.
- We will not start work until you have agreed with our proposal.



“Better homes and better services for better lives”



- After completion we will carry out a satisfaction survey.

Repairs

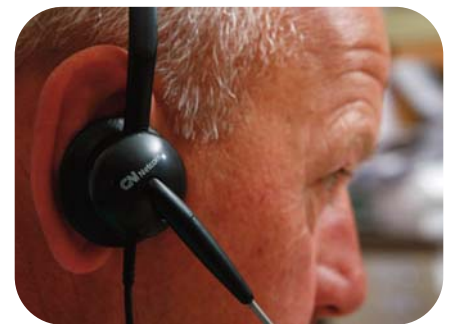
- Offer a mutually acceptable morning or afternoon appointment for all non-emergency repairs.
- Survey 20% of customers who have had a repair to confirm their level of satisfaction.
- Tell you about your responsibility for rechargeable repairs at the time any such work is identified and provide cost before repair work is undertaken.
- Ensure all our contractors have all the relevant health and safety procedures in place.
- Repair completion target times will be achieved in line with the tenant handbook.

Gas servicing and safety

- You will be issued with a copy of the annual gas certificate at the time of service.
- Your smoke alarm and carbon monoxide detector (if fitted) will be checked.
- We will carry out repairs to heat and hot water systems in line with our repairs policies.

Asbestos

- We will carry out a stock condition survey of your home to establish if asbestos is present.
- We will inform you if asbestos is present in your home at the time of survey.
- We will resurvey your home every 5 years.



“Better homes and better services for better lives”

