



Our Service Standards

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Our Service Standards

Our Service Standards set out our commitment to the level of service you can expect from us. We aim to provide excellent customer service in every interaction, however you choose to contact us.

These standards help you understand what you can expect from us. They also show how we will listen, communicate clearly, and treat you with respect when we contact you, support you or visit you in your home.

Our commitments to you

We will:

- Be responsive to your needs when you need us
- Involve you in shaping and improving our services
- Constantly learn and improve from your feedback
- Give clear accurate information so that you know what to expect and when
- Treat your information confidentially and manage it securely
- Take the time to listen and understand your needs and expectations

Our people will:

- be friendly, professional, polite, and respectful
- communicate clearly and adapt our communication to your needs
- where appropriate make an appointment before visiting you
- introduce themselves to you when they visit, give their name and carry an identity badge when meeting in person

Getting in touch

When you need us – we will take ownership and aim to resolve your query at the first point of contact. Where we can't do that, we'll involve the right people and come back to you within 2 working days. This might not be a full response as we may need more time, or to plan in works or investigate further.

We'll be available Monday to Friday 8am to 5pm for all enquiries.

For emergency repairs we provide a service 24 hours a day, 7 days a week.

When you ring our Customer Service Centre we'll aim to answer at least 75% of calls within 20 seconds.

Ways to get in touch

- Via telephone
- MyAcis
- Email
- Text
- Facebook
- Write to us
- Web enquiry form
- Live Chat
- By appointment at our office hubs in Gainsborough and Sheffield

When you contact us online we'll get back to you in the following ways:

- Live Chat (through the website) within two minutes.
- For web enquiry forms (on the website), MyAcis enquiries, emails, text messages or social media messages we'll acknowledge your messages within one working day up to 9pm in the evening.

The busiest times for ringing us are: 8am to 9.30am each weekday, all day Monday and Friday afternoons. Normally if you call outside of these times (within office hours) you'll get a quicker response.

Writing to us

Written correspondence either by email or hard copy letter will be acknowledged within one working day and a response sent within 10 working days.

Customer feedback and complaints

- We'll use feedback from all interactions, surveys, complaints and suggestions to help continually improve our services.
- If you have cause to complain we'll acknowledge your complaint within two working days and provide a formal outcome within 10 working days. We'll work with you wherever possible to find a solution and first stage resolution to your concerns.
- We'll manage all complaints in full compliance with the Housing Ombudsman's Complaint Handling Code.
- If you remain dissatisfied after the first stage complaint we will assign your stage 2 complaint to a senior manager, normally one responsible for the respective service area
- We'll take all appropriate steps to put things right and prevent any issue from happening again.

Repairs

- When you report a repair we'll look at what needs to be done and make an appointment at a time that works for you.
- We'll attend all emergency repairs within 24 hours.
- We'll complete routine repairs with an appointment that suits you but will aim to complete these within 28 days.
- Planned works outside normal routine repairs (such as replacement kitchens or roofs) will be managed on a programme and we'll discuss these with you, and normally provide at least 28 days' notice before works begin.
- If you report a significant hazard in your home such as damp or mould, where this is an emergency and could seriously affect your health, we'll visit within 24 hours and start work straight away. In cases of significant hazards which are serious but not an emergency, we'll investigate within 10 working days, give you an update within three days of our visit, and start repairs within five working days.
- We'll keep you informed if we change an appointment or if there are any delays in completing your repair

A full description and list of what work is classed as emergency, routine and planned can be found on our website.

We'll maintain all our homes to the Decent Homes Standard.

All empty homes will be repaired to our Lettable Standard before they are offered to a new tenant.

Your tenancy and neighbourhood

New tenants will receive at least one contact within three months of moving in to check you have settled into your new home.

All new and existing tenants will be offered tenancy support where appropriate and necessary.

Should you wish to discuss any aspect of your tenancy or neighbourhood in person we'll offer you appointments at your home, on site or in the nearest office depending on your preference.

We will provide opportunities for tenants to carry out Mutual Exchanges through the digital Homeswap process. We will provide support where needed to ensure all can access this service. All mutual exchange applications will receive a decision within 42 calendar days.

Communal area safety - we will check the safety of communal areas on a regular basis. The frequency will be determined by the type of block, either weekly, monthly or quarterly ensuring compliance with regulations and fire safety standards.

We'll update "Your Neighbourhood" information pages on the Your Voice customer engagement portal after each Neighbourhood Audit, to keep you informed of developments in your area and enable to you interact with us on any issues.

On our communal landscaping we'll make sure:

- grass is cut to below 6 cm
- shrubs and hedges are pruned at least twice a year
- shrub beds are weeded
- trees are kept in a healthy and safe condition

We want our communal areas and neighbourhoods to be clean and safe. Our cleaning service helps create places where people are proud to live. We will :

- clean communal areas according to our contracted schedules
- clean communal hallways, stairwells, landings, entrances and other shared internal areas in accordance with our cleaning schedule
- sweep, mop and remove litter from communal internal areas during scheduled visits
- clean communal doors, handrails and other touchpoints
- clean communal windows where this service is included within the property's cleaning specification
- keep bin stores and refuse collection areas reasonably clean and tidy
- keep customers informed where there are unavoidable delays to delivering cleaning services
- monitor the quality of our cleaning services through inspections and customer feedback

Anti Social Behaviour (ASB)

We want everyone to enjoy living in their home, but sometimes, anti social behaviour stops this from happening. We will do our best to help and resolve these issues.

We have a zero tolerance approach to harassment, victimisation, and hate crime. We will investigate and take appropriate action as soon as practically possible if it occurs.

We will respond to reports of Anti Social Behaviour (ASB) on a risk basis dependent on their severity.

- Priority one cases (where there may be serious risk of harm) - one working day
- Priority two cases (urgent ASB such as vandalism or substance issues) - three working days
- Priority three cases (general complaints such as untidy gardens, vehicle nuisance etc.) – five working days.

We'll remove any offensive graffiti within 24 hours and other graffiti within 28 days.

We will keep your information confidential and will not share it without your permission unless we are required to do so by law or to protect someone's safety. To investigate your

complaint properly, we may need to speak with you and the person or people your complaint is about.

Once we have reviewed the information, we will decide what action is appropriate and keep you informed throughout the process.

Your rent account

We aim to communicate clearly with you about rent and service charges and we

will provide support to help you maintain payments should you need it.

We will :

- provide you with access to an online My Acis account where you can view your rent statement
- provide a range of convenient and flexible methods to pay your rent
- manage your rent account securely and tell you about any arrears quickly
- respond to any questions or requests for assistance about rent or service charges within two working days
- send out rent statements twice a year
- send you an annual rent review letter and annual service charge schedule showing a breakdown of your rent and service charge costs
- notify you of any variation in rent and/or service charge in a timely manner
- help you to access benefit advice or signpost you to independent agencies where needed
- take a proactive approach towards arrears prevention
- work with you to agree sensible, realistic and achievable repayment plans

Getting involved

We'll provide and promote a variety of opportunities for you to get involved, primarily using our customer engagement platform, Your Voice.

Through this platform you can interact with us and other customers about things that matter to you and you can be more involved through our Customer Voice Forum.

You can also get involved by giving us your feedback by telephone, in person, letter or social media at any time or responding to any of our surveys about the service we provide.

We will involve customers in decision making processes where they impact your home, your tenancy or neighbourhood. That includes any improvements to your home or neighbourhood and in community based projects to enhance the local environment

Responding to the different needs of individuals

We are committed to being fair and respectful to all our customers.

To enable that we will:

- provide a range of ways for you to contact us and feedback on our services including website, text, emails, webchat, letters and more
- provide all the information you need in ways that you find easy to understand
- provide translations, interpreter or large print documents to meet needs where necessary and appropriate
- take account of any needs you have when we let you one of our properties, or when providing services throughout your tenancy
- make reasonable adjustments for your needs to enable you to live in your home and receive our services
- provide support and advice to help you with any vulnerabilities as per our Vulnerabilities Policy
- ensure that any contractors or agencies we work with share our commitment to be fair to everyone
- take quick and effective action if you face any abuse or harassment where you live

Your safety

Making sure you are safe in your home is extremely important and we will carry out safety checks regularly to help prevent any issues.

We'll inspect your gas supply and appliances every year. We will also carry out electrical safety inspection every five years, making sure your wiring and electrical installations are safe.

If anything fails these checks for gas or electric we'll repair or replace it if it is our responsibility. If it belongs to you, we will disconnect it and ask you to get help from a qualified installer /engineer.

Depending on your property type and if you have any communal areas we will also carry out fire risk assessments, fire door inspections, asbestos checks, legionella assessments and lift servicing.