

These service standards have been collated from various policy documents and placed together as a single document for your ease. A service standard is something which tells you what you can expect from each of our services.

## SERVICE STANDARD - LOCAL OFFERS 2024-2025

We will....	Our promise
<p><b>Safety and Quality Standard</b></p>	<ul style="list-style-type: none"> <li>• To provide safe and good quality homes and services to our residents</li> <li>• Compliance and Health and Safety will be at the fore front of our priorities.</li> <li>• Complete any emergency repairs within 24 hours.</li> <li>• Complete any repairs classed as urgent within 7 calendar days.</li> <li>• Complete any repairs classed as routine within 28 calendar days.</li> <li>• Inform you in advance of any planned maintenance to your home.</li> <li>• Inspect damp and mould within 10 working days of coming to our attention and carry out emergency repairs where required within 24 hours. Advise how we will address the problem with you. In some cases, this will be a collaborative effort with you.</li> <li>• Aim to get the job right first time. If we cannot do this, arrange a new appointment with you to complete the work.</li> <li>• If you report a repair which needs inspecting, a Surveyor will visit you within 10 working days.</li> <li>• Making sure our operatives and contractors keep to the code of conduct.</li> <li>• We will make sure your home is safe and compliant with health and safety legislation.</li> </ul>

**Transparency, Influence and Accountability Standard**

- We will provide great customer care by being polite and respectful towards you.
- Return your phone call where possible on the same day or at least within 2 working days.
- See you within 10 minutes, if you come into the office without an appointment.
- Respond effectively if anything goes wrong by openly listening to your point of view.
- Provide a range of opportunities for residents to improve services, influence the decisions we make and shape our policies through our Customer Panel and consultation with wider residents.
- Ask for your feedback where you've been involved with service improvement or procurement/tender of contracts.
- To be open with customers, treat customers fairly and ensure easy access to services, reporting repairs, reporting ASB, making complaints, and influence decision making.
- Acknowledge your complaint within 5 working days.
- Respond to your Stage 1 complaint offering a resolution to your complaint within 10 working days of acknowledgement date.
- Respond to your Stage 2 complaint and offer a resolution to your complaint within 20 working days of acknowledgement date.
- Respond to general correspondence received within 10 working days.
- We'll be clear with you who is handling your complaint

<p><b>Neighbourhood and Community Standard</b></p>	<ul style="list-style-type: none"> <li>• Work with stakeholders and signposted where necessary to ensure residents can live in safe and well-maintained neighbourhoods.</li> <li>• Inspect your block/estate a minimum of once every three months.</li> <li>• Remove non-offensive graffiti within 28 days of reporting.</li> <li>• Provide a factsheet for <i>Being a Good Neighbour</i> and promote this in welcome packs for new residents and service users.</li> <li>• Keep your neighbourhood clean and well-maintained including lifts, internal and external communal areas.</li> <li>• We will work together with partner agencies to make sure that any complainants of anti-social behaviour (ASB) receive the support they need and appropriate action is taken.</li> <li>• Investigate all reported cases of ASB and Domestic Violence within our agreed timescales. Advise you of the steps we can take and what you can expect to happen next.</li> <li>• Treat all information in confidence unless you agree otherwise.</li> <li>• Use a variety of different methods to tackle ASB including legal actions and preventative measures depending on what is required.</li> </ul>
<p><b>Tenancy Standard</b></p>	<ul style="list-style-type: none"> <li>• We will provide a fair, transparent, and efficient letting process and offer tenancy or occupancy agreements.</li> <li>• Make sure all new lettings meet the lettable standard.</li> <li>• We are members of Homeswapper and offer this free service to residents.</li> <li>• We will respond in writing within the statutory 42 days for all mutual exchange requests.</li> <li>• We will advise applicants on the implications of assigning the tenancy, in particular where tenancy status will change.</li> <li>• We support residents to sustain their tenancy or licence and work with third party agencies to do so.</li> <li>• We will carry out annual tenancy audits to check the occupancy of our homes and investigate any reports of subletting or tenancy fraud.</li> <li>• If you have applied for a transfer we will carry out annual transfer reviews to check your circumstances have not changed.</li> <li>• We will work with you to advise on your housing options if you are under occupying or overcrowding.</li> <li>• We will offer timely housing options advice and assistance to residents who are moving out of an Ekaya property.</li> </ul>