

SERVICE STANDARDS

Home for life



You will have a home for life for as long as the terms in the tenancy agreement are met.

We will do all we can to help you stay in your home.

We reinvest all income into improving homes, delivering services and building new homes.

Home maintenance



We will aim to have 90% of routine repairs fixed first time. Where we can't, we will tell you what the next steps are.

A surveyor or operative will visit you within 10 working days of reporting a repair.

We'll aim to keep all appointments and can offer some evening and weekend slots to suit your needs.

We will provide you with a three-year plan of how we intend to invest in your home.

Customer service



We will resolve 75% of queries at the first point of contact. If we can't, we will aim to do so within 24 hours.

You can choose how you get in touch with us, including face to face, via phone, or online.

If you can't get to us, we'll come to you within 5 working days.

You will always have the opportunity to speak to someone if you're dissatisfied.

Having your say



We will offer different ways to have your say on changes to services that affect you and your home. We will make sure this is accessible to all, including outside working hours.

We will use your feedback, including complaints, to shape and improve services and we will always tell you what happened as a result of what you've said.

We will survey at least 50% of our tenants annually through an independent third party to tell us how we're doing.

We will keep you up to date on important changes via our newsletter and on our website.

Our neighbourhoods



We will work in partnership with other organisations to improve our neighbourhoods.

All communal areas will be visited every month and you will have the opportunity to come along. We'll aim to resolve any issues identified by our next visit.

All of our open spaces will be maintained no less than once per month during summer.

We will meet with you to discuss reports of antisocial behaviour within 5 working days.

Advice and support



If you need wellbeing support you can come to us. Where we can't provide it, we will help you find someone who can.

Our office is a safe place for you to come for advice if you need it.

We will always treat you with compassion and empathy.

Recognising diversity



We will recognise your needs and adapt our services to meet them. For example, we will offer translation services, chaperoned appointments, and home visits.

We will always be respectful of cultural differences.

Your feedback will always be listened to without prejudice.

We will always use clear and plain language.