

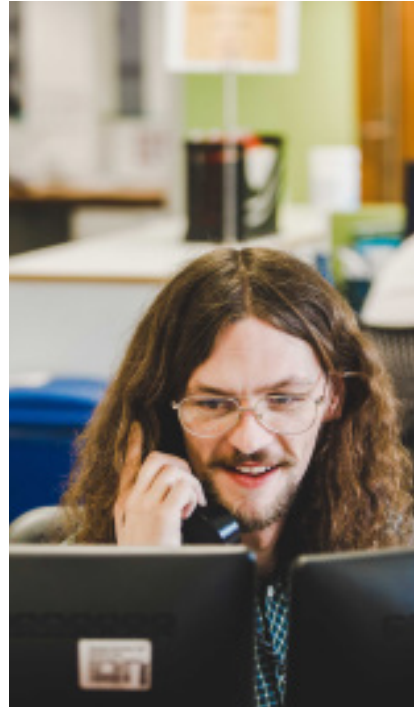
Customer Service Standards

The standards you have set for us and how we will achieve them.

These service standards have been developed along with customers. Your involvement has helped us make sure that these standards reflect your priorities and your expectations.

If you do not think we have met the service standards we promise, please let us know.

Your feedback helps us do our jobs better.



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OUR PROMISES TO YOU



We're real

Finding and maintaining a home can be stressful. The last thing you want is a 'sugar-coated' experience. We promise to just be ourselves and talk to you person-to-person. We'll be there to laugh with you, to handle the tough times, and to make it enjoyable.



We're supportive

We're here to help connect you to a new home and build a solid platform to continue your property journey. Our range of customer support services ensures you've got the tools and advice you need to settle in, manage your finances and enjoy your new home.



We're reliable

Building trust with our customers is our #1 focus. We talk straight, we're honest throughout the process and we always ensure we keep our promises to you. We've got your best interest in mind so you can depend on us.



We're current

Your needs are always changing and so are we. We're working hard to ensure you always get the best housing, the best service and the best experience. We're embracing new technology, new solutions and new processes to make searching for and settling into your new house simple.

At all times

- We will treat you with respect and courtesy.
- We will send you clear, accurate, up-to-date information.
- We will treat your information confidentially and comply with the Data Protection Act.
- Someone will be available from our housing and maintenance teams during office hours.
- We will provide translation and interpretation services, and offer some documents in other languages and in other formats such as Braille or audio tape.
- We will not discriminate when providing any of our services.

On the phone

- The staff member who answers your call will tell you their name (our target is to answer within eight seconds).
- We will arrange to phone you back if we cannot deal with your call straight away.
- If you want to speak to a specific person and they are not available, we will arrange for them to call you back the same day or within one working day (if they are not away).

When you write to us or email us

- We will acknowledge your contact within two working days and send a full response within 10 working days.

Information

- We will send you a rent statement every three months.
- We will provide advice and support to residents' groups.
- We will produce a residents' newsletter every three months.

Monitoring

We will check that we are meeting these standards by:

- Doing spot-checks and regular audits, and asking you for your comments in interviews and with questionnaires.
- Monitoring complaints made about the service and comparing our service against others.
- Using customers who are trained as 'mystery shoppers' to test our services.

.....
**IF WE ARE UNABLE
 TO HELP, WE WILL
 ALWAYS TRY TO
 REFER YOU TO AN
 ORGANISATION OR
 PERSON WHO CAN
 IF YOU WISH US TO
 DO SO.**

MAINTENANCE SERVICES

HOME STANDARD

In all of our maintenance services, we will make sure that the contractors who visit your home

- confirm their identity before entering your home;
- are polite and helpful;
- respect your home; and
- leave the work area clean and tidy.

We will ask you for your views after you have used the maintenance service.



our chosen contractor



THANKS FOR AN
EXCELLENT SERVICE
AND A SPECIAL
THANK YOU FOR
HELP IN
ORGANIZING THE
WORK.

Stoke-on-Trent
resident

Standards

When you need repairs we'll deal with it quickly and efficiently:

- As a minimum we will attend to an emergency job within 24 hours, an urgent job within three working days, and a routine job within 10 working days.
- We will consider your personal needs when we prioritise jobs.
- We will offer an appointment for a contractor or inspector to visit you (within 2 hour time slots) for all repairs except emergencies.
- We will complete 80% of jobs on the first visit unless we need to order replacement parts, in which case the contractor will discuss this with you.
- We will offer Saturday morning appointments for minor electrical and plumbing repairs.
- We will carry out inspections on a sample of repairs to check that the contractor is meeting the standard we expect

How we will measure, monitor or demonstrate the standards

- We will measure whether we are meeting our timescales and report this.
- We will use customer satisfaction surveys and report these to the SIP.

How we will review our standards

- We will review our responsive repairs standards every two years.

Standards

- We will arrange to visit your home each year to carry out a gas safety check.
- We will arrange your gas service appointment in plenty of time.
- We will make an appointment before we come to service your gas appliances.
- We will offer alternative appointment times when needed.
- We will complete the service and safety check on the first visit, unless we have to order replacement parts.
- We will treat your home with respect and leave the work area clean and tidy.

How we will measure, monitor or demonstrate the standards

- Report performance on completing gas services on time to the Maintenance SIP and our Audit and Risk Committee.
- We will use customer satisfaction surveys.

Standards

If you need adaptations to your home, we want you to let us know.

We have a special budget set aside for work such as installing level-access showers in place of baths.

We cannot adapt every home, but we will:

- Complete minor adaptations within 10 working days of being notified that you need them.
- Carry out an assessment and discuss your options with you within four weeks of a request.
- Arrange an independent occupational therapist report for each major adaptation request.
- Aim to install approved major adaptations within six months (subject to annual budget).
- Keep you informed throughout the process.
- Ask for your feedback when you have had an adaptation fitted at your home.

Standards

- We will inform you each year about planned improvements for the next 3 years.
- We will let you know in good time that we intend to carry out planned improvements to your home.
- We will consult you about the type of work we will do and how we will do it.
- We will let you know when the work will start.
- The standards listed below apply to the improvement work we carry out:
 - All window replacements will be double-glazed with lockable handles.
 - We will consult you and offer you choice on the design, style and colour of your new kitchen.
 - We will offer you the option of a shower when we improve your bathroom.
 - All external doors we fit will meet the 'Secured by Design' standard.
 - All new smoke detectors we fit will be mains operated.
 - New replacement boilers will be energy efficient condensing boilers.
 - All properties will have a minimum of 200mm of loft insulation.

How we will review our standards

- We will review our maintenance policy and service standards every two years.



I WISH TO EXPRESS MY APPRECIATION AND TO THANK THE PEOPLE WHO RECENTLY INSTALLED MY KITCHEN AND WALK-IN SHOWER. THEY WERE HARD WORKING, POLITE AND HELPFUL.

Smallthorne resident

Standards

- In all properties with communal areas, the communal areas will be clean and safe.
- We will work in partnership with councils to help ensure the neighbourhoods in which we work are kept clean and safe.
- We will provide regular good quality cleaning services to keep the communal areas clean, tidy and safe.
- We will carry out regular inspections of schemes, which customers are invited and encouraged to attend.
- We will keep residents informed about improvements that are identified and agreed.
- We will deal promptly with fly tipping, abandoned vehicles, hazardous substances and graffiti.
- We will investigate untaxed and unroadworthy vehicles which are left at schemes, and if necessary we will have them removed.
- We will remove graffiti within 24 hours of it being reported.
- We will carry out surveys to assess resident satisfaction with their neighbourhood, aiming for a 90% satisfaction rate.

How we will measure, monitor or demonstrate the standards

- We will develop a yearly survey with the SIP.
- We will carry out regular scheme inspections with residents.
- We will use mystery shoppers to test how well we are doing.
- We will ask residents to complete satisfaction surveys.

How we will review our standards

- We will review our estate management standards every two years.

Standards

- All communal entrances will have a secure door entry system.
- We will make all residents aware of the importance of scheme security.
- Any perimeter fencing we provide will be secure.
- We will look at installing additional security measures at schemes if there are high levels of anti-social behaviour or criminal activity.
- We will support residents to form neighbourhood watch schemes.
- All external doors and windows will have locks.
- Faults which are a security risk will be repaired as an emergency.

How we will measure, monitor or demonstrate the standards

- We will carry out regular scheme inspections.
- We will use mystery shoppers to assess security.
- We will ask customers to fill in satisfaction surveys.

How we will review our standards

- We will review our security standards every two years.

Standards

- We will provide a gardening service that maintains the communal gardens to a good standard.
- Between April and September we aim to visit each scheme every 10 working days.

How we will measure, monitor or demonstrate the standards

- We will carry out regular scheme inspections.
- We will use mystery shoppers to assess security.
- We will ask customers to fill in satisfaction surveys.

How we will review our standards

- We will review our gardening standards every two years.

Standards

- External pathways and communal grounds will be adequately lit.
- All communal lights will be repaired in 3 working days or less.
- Emergency lighting will be of a high standard.

How we will measure, monitor or demonstrate the standards

- We will carry out regular scheme inspections.
- We will use mystery shoppers to assess the communal lighting.
- We will ask customers to fill in satisfaction surveys.

How we will review our standards

- We will review our communal lighting standards every two years.

Standards

- All car parks will have signs to inform customers about parking.
- Car parks will be well maintained and well lit.
- We will investigate the misuse of car parking whenever it is reported to us.

How we will measure, monitor or demonstrate the standards

- We will carry out regular scheme inspections.
- We will use mystery shoppers to assess car parking.
- We will ask customers to fill in satisfaction surveys.

How we will review our standards

- We will review our car parking standards every two years.

Standards

- We will listen to your report of ASB and take it seriously.
- We will give you a timescale for responding to your complaint.
- We will investigate all reports and keep you informed about progress.
- We will not reveal your identity without your agreement.
- We will agree any action with you before we take it.
- We will let you know when your complaint has been investigated and tell you what we have done.
- We will use a range of measures to tackle ASB.
- We will work with other agencies including the police to resolve crime and ASB.
- We will use all available legal remedies to deal with more serious cases of ASB.
- We will measure the number of cases we receive and assess resident satisfaction, aiming for 90% satisfaction with the ASB service.

How we will measure, monitor or demonstrate the standards

- We will use regular surveys to measure your satisfaction with the service.
- We will report customer satisfaction with the ASB service to our Audit and Risk Committee.

How we will review our standards

- We will review our ASB policy and standards every two years.



I WOULD LIKE TO PASS ON MY THANKS FOR THE WAY THE ASB CASE WAS HANDLED AND FOR ALL THE SUPPORT I RECEIVED.

Stoke-on-Trent resident

Standards

- We will respond to threats or violence within 24 hours.
- We may provide reassurance by offering security measures.
- We will keep you up-to-date with how your report is being handled.
- We will advise you about other agencies who may also be able to support you.

How we will review our standards

- We will review the harassment policy and standards every two years.



THE FENCE PANEL THAT WAS VANDALISED ON SATURDAY NIGHT WAS REPAIRED ON WEDNESDAY. THANKS VERY MUCH FOR GETTING THIS DONE SO QUICKLY.

Smallthorne resident

Standards

- We will work in partnership with police to tackle drug problems.
- We will take action against all customers who are convicted of supplying or using illegal substances.
- We will remove all drug paraphernalia as a matter of urgency.
- We will provide advice to known illegal drug users to help them get assistance or treatment.
- We will work in partnership with the local authority to remove syringes from homes or communal areas.

How we will review our standards

- We will review the substance misuse standards every two years.



I'M VERY PROUD TO LIVE IN A SHA PROPERTY AND CAN'T THANK HOUSING AND MAINTENANCE ENOUGH FOR ALL THAT THEY HAVE DONE FOR ME.

Porthill resident

Standards

- We will offer you a choice of ways to get involved.
- We will give you a booklet explaining all of the ways to get involved.
- We will always consult you before we make any changes that affect your tenancy, your home or the scheme where you live.
- We will always give you feedback on any decisions that may affect you or consultations that you have taken part in.
- We will provide you with support and training if you wish to be involved so that you are able to play an active role in shaping our services.
- We will hold a customer feedback event every year to capture your views and opinions.
- We will produce a free annual training and activities programme for customers of SHA.

How we will measure, monitor or demonstrate the standards

- Produce a customer involvement impact assessment every year.
- Produce customer involvement performance statistics every three months that are reviewed.

How we will review our standards

- We will review our customer involvement policy every two years.
- Some customers will review all customer involvement documents.



I WOULD LIKE TO THANK YOU FOR BEING SO POLITE AND PROFESSIONAL. IT MAKES ME HAPPY TO BE AROUND THE VILLAGE TO SEE YOUR SMILING FACES.

West End Village resident

Standards

- We will acknowledge your complaint within 24 hours of receiving it.
- We will send you a leaflet explaining how we will deal with your complaint.
- We will send you a letter explaining the outcome of your complaint and telling you about your right of appeal if you are not satisfied.
- We will ask for your feedback on how we dealt with your complaint.

How we will measure, monitor or demonstrate the standards

- We carry out customer satisfaction surveys on complaints.
- We will monitor satisfaction every three months.

How we will review our standards

- We will review our complaints policy with customers every two years.

Standards

- We will offer you different ways to pay your rent so you can choose the one that's easiest for you.
- We will offer you a benefits check to make sure that you are getting everything you are entitled to.
- We will help you fill in housing benefit application forms if you ask us to.
- We will send you a clear and understandable rent statement every three months.
- We will contact you promptly if you get behind with your rent payments.
- We will be sensitive and supportive if you are having financial difficulties, and work with you to find a manageable way for you to pay off your rent debts.
- We will only take legal action to recover outstanding rent payments as a last resort.
- We will offer a confidential money advice service if you have debt problems.

How we will measure, monitor or demonstrate the standards

- We will carry out customer satisfaction surveys on our rent and money advice services.

How we will review our standards

- We will review our rents standards with customers every two years.



THANK YOU FOR YOUR HELP AND SUPPORT AND FOR REASSURING ME THAT I NEEDN'T WORRY.

Smallthorne resident

Email: hello@staffshousing.org.uk

Call: 01782 744533

www.staffshousing.org.uk

Staffs Housing, 308 London Road, Stoke on Trent, ST4 5AB
We're open from 8.30 - 5.30 Monday to Friday.

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