



## **SERVICE STANDARDS**

### **INTRODUCTION**

Copperworks Housing Association has clear standards of service that you, our tenants and service users, can expect.

#### ***Who are our service users?***

Our service users include: tenants, owner occupiers, sharing owners, housing applicants and any other individual or groups of individuals who seek or receive a service from Copperworks Housing Association. Any reference to 'tenants' in this document includes owners, sharing owners, housing applicants etc.

#### ***What are service standards?***

Service standards are our commitments to you. They outline how specific services will be delivered and explain to our tenants the quality of the service that can be expected.

Copperworks Housing Association is very much aware that the way in which we provide services is as important as the service itself. If you feel that we have not met a service standard in any way please complete the customer feedback slip attached or you can use our formal complaints handling procedure. This will help us to continually improve our service delivery to you.

We will review these standards on a regular basis with tenants and report back to you in our newsletters on our performance.

Where our service standards state a target for responding within a set number of days, we mean working days.

Where we have not met our standards of service, we will apologise, explain why and aim to ensure that it doesn't happen in future.

### **KEY SERVICE STANDARDS**

#### ***When you write or email us***

We will;

- Ensure that all correspondence and personal information is treated in confidence and discussed with our colleagues only when necessary and appropriate to do so.
- Respond within 5 days. If for any reason a reply is likely to take longer (for example to obtain further information) you will receive an initial acknowledgement reply within 3 days.
- Not give anyone else your personal details without your prior permission.

### ***When you complain***

We will;

- Make a copy of the Complaints Handling Procedure readily available from our office and handle / record your complaint accordingly.
- Investigate fully all complaints made by service users about our services and use our findings to improve our services to you.
- Deal with complaints promptly, courteously, systematically, fairly and in confidence.

### ***Keeping you informed***

We will;

- Give you an estimate when we are likely to be able to respond to your enquiry and keep you regularly informed of our progress in pursuing the matter.

### ***General Information***

We will;

- Issue 4 newsletters to residents each year.
- Provide a Copperworks website and social media pages giving information about the organisation and current events and consultation topics.

## **OUR CUSTOMER SERVICE**

Our staff will;

- Be prompt, polite, friendly and helpful.
- Have access to relevant information and be willing to listen.
- Respond effectively and sensitively to your feelings and needs.
- Always make ourselves known to the person / organisation we are dealing with.
- Wear name badges in the office and at meetings and carry identity cards outside the office.
- Help you fill out any form that we ask you to complete.
- Treat everyone who uses our service fairly and equally.
- Visit you at home if required.

### ***When you visit our office***

We will;

- Acknowledge you when you arrive and attend to you as soon as we are able to do so.
- If you have made an appointment with a member of staff, you will be seen on time. If you have not made an appointment and the member of staff is available, you will not be kept waiting for more than 10 minutes.
- Give you a mutually convenient appointment with a specific member(s) of staff upon request.

### ***When you telephone us***

We will;

- Answer all telephone calls promptly – usually within 3 rings.
- When we are experiencing a high number of calls and you are kept waiting, we will advise you of this and apologise for the delay.

- Greet callers with the name of the staff member answering.
- Ensure that when offices are closed, an answer phone or message service will be in operation.
- Deal with all calls immediately, but where this is not possible, we will call back within 1 working day or at an agreed time.

## **OUR HOUSING MANAGEMENT & MAINTENANCE SERVICE**

### **Alterations & Improvements**

#### ***If you are a tenant and want to alter or improve your home***

We will;

- Not unreasonably withhold permission for requests to alter or improve a property.
- Notify you of our decision, in writing, within 14 days of receipt of your written request for alteration.
- Compensate you for certain improvements at the end of the tenancy (as long as we agreed to them being done).

### **Factoring Service**

#### ***If you are an owner (or sharing owner) and receive our factoring service***

We will;

- Issue you with an account giving details of charges every year.
- Offer you a variety of easy payment options including regular monthly payments.
- Visit all new owners and supply a copy of the association's Factoring Policy / Written Statement of Services.

### **Housing Applications**

#### ***When you apply for a house or request a transfer***

We will;

- Assist you with the completion of your application form.
- Process your completed application form within 4 days.
- Ensure that all information provided to us by you will remain confidential and record only information required for proper assessment of your application.
- Allocate available properties fairly and on the basis of housing need.
- Allow you 24 hours to accept an offer of housing.

## **NEIGHBOUR COMPLAINTS**

#### ***When you make a neighbour complaint***

We will;

- Not ask for complaints to be made in writing before investigating.
- Visit you (or contact you by phone) within 24 hours if an incident is very serious or serious (Category A or B) such as drug dealing.
- Visit you (or contact you by phone) within 5 days if the complaint is of a relatively minor nature (Category C) such as a noisy party.

- Make regular contact with you during ongoing complaints.
- Make clear to all tenants that any form of harassment of a neighbour will be viewed as a serious breach of the tenancy agreement.

## **YOUR RENT**

We will;

- Offer a variety of easy methods of rent payment.
- Provide advice and assistance in completing housing benefit forms.
- Process payments by rent payment card to the rent account within 1 working day.
- Send you a statement of your rent account on an annual basis and explain the information contained in it.

### ***When you are having difficulty paying your rent***

We will;

- Make sensible and realistic arrangements for repayment of your arrears based on your circumstances.
- Confirm in writing any arrangement you have made to repay your arrears.
- Work with other agencies to try to prevent arrears and to ensure that all tenants receive appropriate advice on welfare benefits and money / debt advice.

## **REPAIRS**

### ***When you report a repair***

We will;

- Respond to emergency repairs within 4 hours.
- Respond to urgent repairs within 24 hours.
- Respond to routine repairs within 5 days.
- Pre and Post inspect 10% of all repairs.
- Carry out ongoing telephone satisfaction survey for 10% of repairs randomly selected.

**April 2019**

## **CUSTOMER FEEDBACK**

To help us continually improve our services we would like to receive your comments on where you feel we have not met any of the standards contained within the leaflet, or your suggestions for how we can improve our services. Please complete this slip and return it to the association office.

***Did we meet our service standards when we dealt with your enquiry (please circle)?***

**Yes**

**No**

If yes, what was good about our service?

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If no, which standard(s) listed didn't we meet?

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***Which member of staff dealt with your enquiry?***

Member(s) of staff: \_\_\_\_\_

***Do you have any other comments?***

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**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Tel No:** \_\_\_\_\_ **Date:** \_\_\_\_\_