

SERVICE STANDARDS

A service standard is something which tells you what you can expect from each of our services.

For example, the Home service standards tell you what an emergency repair is and how long it should take to get it fixed. The Tenancy service standards tell a new applicant what condition their new home should be in.

These service standards have been collated from various policy documents and placed together as a single document for your ease. The single document is in draft form and will be discussed with residents at the Residents’ Scrutiny Panel, some at smaller meetings with Tenant Associations and again with residents at our next Residents’ Conference.

You may ask what difference these standards will make. The difference is that for the first time you know exactly what level and quality of service you can expect and if we do not meet the standards and you can tell us. As well as getting feedback from you about our performance we will also monitor services to keep them up to agreement standards.

To accompany our service standards, full copies of all our housing policies and procedures are also available on the website or on request. Please contact our office for more information.

We will	Our Promise
<p>Tenant involvement and empowerment (covers customer service, choice and complaints, involvement and empowerment and understanding and responding to diverse needs of tenants)</p>	<p>We will provide a customer focused approach to all feedback, compliments and complaints.</p> <ul style="list-style-type: none"> We will provide great customer care by be polite and respectful towards you. Respond effectively if anything goes wrong by listening to and acknowledge your point of view. Acknowledge your complaints and correspondence within two working days. Respond to your complaints and correspondence and offer a resolution to your complaint within 10 working days. We'll be clear with you who is handling your complaint. Provide assistance at the first point of contact. If that person cannot assist, transfer your query to someone who can assist you. Provide written information in a different format upon your request and make sure that we take account of your individual needs where these are known. Provide a range of opportunities for tenants to influence the decision we made and to engage with service provision through our Resident Scrutiny Panel, Tenant Associations and consultation with wider residents. Ask for your feedback where you've been involved with service improvement or procurement of contract. Provide a wide range of opportunities for you to help us improve our services.

<p>Home (covers the quality of our homes and repairs and maintenance)</p>	<p>We will provide a timely and professional repairs service and will continue to invest in improving tenant's homes.</p> <ul style="list-style-type: none"> • Complete any emergency repairs within 24 hours • Complete any repairs classed as urgent within 7 days. • Complete any repairs classed as routine with 28 days. • Aim to get the job right first time. If we cannot do this, arranged a new appointment with you to complete the work • If you report a repair which needs inspecting, a Surveyor will visit you. • Inform you in advance of any planned maintenance programme to your home. • Make sure all new lettings meet the lettable letting standard. • Make sure our operatives and contractors keep to the code of conduct. • We will make sure your home is safe and compliant with health and safety law.
<p>Neighbourhood and Community (covers neighbourhood management and anti-social behaviour)</p>	<p>We will work together and with partner agencies to make sure that any complainants of anti-social behaviour (ASB) receive the support they need and that appropriate action is taken.</p> <ul style="list-style-type: none"> • Investigate all reported cases of ASB within our agreed timescales. Advise you of the steps we can take and what you can expect to happen next • Treat all information in confidence unless you agree otherwise • Use a variety of different methods to tackle ASB including legal actions and preventative measures depending on what is required • Inspect your block/estate a minimum of once every three months • Remove offensive graffiti within the same day where possible • Remove non offensive graffiti within one week • Ask all resident to signup to a Good Neighbourhood Agreement and promote this in the welcome packs for new residents and service users • Keep your neighbourhood clean and well maintain including lifts, internal communal areas and lighting
<p>Tenancy (covers allocations and mutual exchange and tenure)</p>	<p>We will provide a fair, transparent and efficient letting process and offer tenancies in relation to the form and use of tenancy agreements or terms of occupations.</p> <p><i>Allocation</i></p> <ul style="list-style-type: none"> • We are part of the Common Housing Register Partnership and comply with their Allocations Scheme. (This is available here: https://www.towerhamlets.gov.uk/Documents/Housing/Housing-provision/Allocations/Allocations_scheme.pdf)

	<p><i>Mutual Exchange Standards:</i></p> <ul style="list-style-type: none">• Will respond in writing within the statutory 42 days. However, we will aim to deal with the matter within 21 days.• Will only refuse the request on the grounds set out in Schedule 3 of the 1985 Housing Act.• We will place a condition on consent if the tenant has rent arrears or is in breach of a condition of tenancy.• Will advise tenants on the implications of assigning the tenancy, in particular where tenancy status will change, within our initial response.• Mutual exchanges will be subject to references and assignments will be approved by the Head of Housing Services. <p><i>Tenure</i></p> <ul style="list-style-type: none">• Issue Starter Tenancies to all new general needs tenants, to engage effectively with our customers.• Where a property will be let at an affordable rent, they will be advertised as such.• Ensure we support new tenant to sustain their tenancies.• Grant Assured Shorthold Tenancies to our Homeless Project Tenancies for a minimum of six months.• We will grant succession rights as set out in statute and consider special cases.• Where incidents of anti-social behaviour result in a breach of contract, we will seek a demotion of tenancy.
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