



Service Charter: LOCAL STANDARDS

The Housing Department aims to provide the highest standard of services possible within the resources available. We aim to treat everybody equally, whilst recognising the different needs of our customers.



LOCAL STANDARDS

The process to agree these Local Standards began with a questionnaire in September 2010 in which we sought the views of our tenants about the issues that they felt were important to them at a local level.

We then set up a Local Standards Focus Group of tenant representatives and staff who met in November 2010, to analyse the key issues identified from the questionnaires and to formulate a set of proposed local standards. Those proposed standards were published in our Autumn/Winter Newsletter which was delivered to all of our tenants in December 2010.

We received no objections to these standards so adopted them on 1 April 2011.

Customer Service and Choice Standards

- We will aim to answer all telephone calls within 10 rings and give our name.
- We will wear our name badges in the office and whilst conducting home visits at all times.
- We will help you fill out housing related forms, immediately if we are able to and by appointment if we are not.
- We will arrange a private interview at your request.
- We will provide information in different languages, mediums (audio/DVD) and formats (large print/Braille) at your request, when we are able to do so.

Neighbourhood and Community Standards

- If you make a complaint about anti-social behaviour we will respond to incidents involving threats or actual violence within 24 hours of being notified during office hours and other problems within 10 working days, giving the name and contact details of the officer who will deal with your complaint.
- We will take legal action for anti-social behaviour on our estates where we deem it necessary to do so and when we believe there is a reasonable prospect of success.
- We will conduct regular estate inspections and take follow up action, where necessary.
- We will remove offensive graffiti within two working days and other graffiti within seven working days of being notified.
- We will remove hypodermic needles within two hours of being notified, during office hours.

Home Standards

- We will acknowledge all repairs issued to the contractor in writing.
- We will carry out emergency repairs within 2-24 hours (dependant upon the nature of the repair), urgent repairs within 7 working days and routine repairs within 30 working days.
- If we cannot complete a repair in one visit for whatever reason, we will inform you what will happen next.
- We aim to carry out a post inspection on at least 10% of repair jobs to assess the quality of the job.
- When we undertake planned maintenance, we will offer a choice on the design and materials that can be used, wherever possible.

Tenant Participation Compact

The Council has agreed to a set of standards with tenant representatives in respect of tenant participation, this is known as the Tenant Participation Compact.

- We will encourage tenant participation by supporting local tenant groups and providing a tenant participation budget.
- We will consult on the drawing up of all policies and strategies in accordance with the Compact.
- We will consult tenants in the development of improvement programmes, in accordance with the Compact.

Should you wish to make a comment on any aspect of the Service Charter: Local Standards, please contact Caroline Wagstaff, Operations Manager on (01229) 876523

If you require this leaflet in large print/audio or another language please contact the Housing Service and we will arrange for this to be carried out tel. (01229) 876310

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OFFICE OPENING TIMES: Monday to Friday: 9am - 4pm

Telephone enquiries : Monday to Thursday: 8:30am to 5pm* (*4.30 on Fridays)