

# Customer Service standards: Housing



We aim to provide good services to customers living in our homes and we have developed a range of service standards so that our tenants are aware of the level of service they can expect from us.

## Contacting us

We aim to ensure you can contact us in a range of ways, including by telephone, by email, via our website or by letter.

Our housing contact centre is open Monday – Friday from 9.00am to 5.00pm

We are closed on evenings, weekends and bank holidays and provide an out of hours emergency service during these times.

Our contact centre will aim to deal with the customers initial enquiry where possible or pass it on to the relevant member of staff where appropriate.

### We aim to:

- answer telephone calls quickly, if we can't, we will advise you there will be a short wait and what position you are in the queue.
- respond to all letters, emails, website queries or direct messages to the official Papworth Trust Facebook account within 7 working days and inform you who is handling your service request.
- use your preferred method of communication where possible.
- speak to you in a courteous and respectful way and work with you to resolve your issue or query.
- contact you in advance of visiting your home unless it is an emergency.

### How we will measure this:

- Monitor our call handling system data to ensure we are achieving our contacting us service standards.
- Monitor satisfaction results through our tenant satisfaction survey.
- Consider feedback received from compliments and complaints.
- Our Tenant Scrutiny Panel will review performance and periodically scrutinise our contacting us service standards.

## Repairs and Maintenance

We want to make sure you have a home that you can be proud of. We will ensure it meets all regulatory standards and that repairs and maintenance are carried out to a good standard.

### **We aim to:**

- deliver a good quality repairs service, providing a reference number and a target date for completion according to the following timescales:

**Emergency** - attended to and made safe within 24 hours

**Urgent** – completed within 7 days

**Routine** – completed within 30 days

**Major** – completed within 90 days

- provide an emergency out of hours service to make safe any defect which may present an immediate risk to a person or home, with attendance within a maximum of 24hrs.
- contact you within 2 working days if you have had an emergency out of hours visit to check on your repair and update you if a follow up visit is needed.
- tell you in advance if we will not be able to meet your repair timescale and the reason for this.
- keep you informed about major work to be completed in your home, ensure you have an opportunity to ask questions and to let you know if there are delays and why.
- deliver a repairs and maintenance service that considers how a defect to the home may affect your disability or health condition and adjust the service you receive accordingly.
- publish a code of conduct so you know what to expect from our staff and our contractors when working in your home
- provide you with a tenant handbook containing advice and guidance on what repairs you are responsible for.

### **How we will measure this:**

- Monitor and review our repairs delivery performance through internal Key Performance Indicators on a monthly, quarterly and annual basis.
- Monitor through results of our annual tenant satisfaction survey.

- We will telephone a sample of tenants to find out if you were satisfied with your recent repair.
- Consider feedback received from compliments and complaints.
- Our Tenant Scrutiny Panel will review performance and periodically scrutinise repairs and maintenance service standards.

## Tenancy Management

We want to make Papworth Trust homes are places where you want to live – you should have peaceful enjoyment of your home and keep to the terms of your tenancy agreement. We encourage this by promoting independence and providing more targeted support to you where it is needed.

### We aim to:

- visit you once a year to discuss your tenancy and housing needs.
- visit or contact you more often if you need additional support to help sustain your tenancy.
- provide you with clear advice about your housing option(s) when you contact us.
- operate an internal transfer process that facilitates moves within our housing stock to support your aspirations and where there is a housing need.
- provide you with a tenant handbook containing advice and guidance on how to manage your tenancy
- respond on mutual exchange requests within 42 days.
- respond proactively to reports of anti-social behaviour (ASB) and to respect your confidentiality where possible. We respond to ASB based on risk, to the following timescales:

**High risk** – response within 24 hours

**Medium risk** – response within 5 working days

**Low risk** – response within 10 working days

### How we will measure this:

- Monitor annual home visits through internal KPIs.
- Monitor through results of our annual tenant satisfaction survey.
- Monitor the number and outcome of ASB cases we receive.

- Consider feedback through complaints and compliments.

## Data Security

Papworth Trust is committed to data security and the fair and transparent processing of your personal data, which is protected and stored securely

### We will:

- keep your information safe.
- only share your data where you allow us to do so, or where we have a legal, legitimate or contractual reason to do so, for example with the Local Authority or Police.
- review data security as part of quarterly quality assurance checks.

## Estate and Shared Areas

We want the estates and shared areas that we manage to be clean, well-maintained and provide a positive contribution to neighbourhoods.

### We aim to:

- ensure all our estates or shared areas meet this standard and deliver value for money.
- carry out scheme inspections/walkabouts every quarter and encourage tenant representatives and/or care providers to join us.
- consult with you where we are proposing to make changes to communal areas that you pay for.

### How we will measure this:

- Through quarterly inspections of our communal areas.
- Monitor satisfaction of estates and communal areas through our annual tenant satisfaction survey.
- Consider feedback through complaints and compliments.

## Involvement and Engagement

Involving and engaging with all customers is essential in helping us to continue to shape and improve services. To deliver on our commitment to involve and engage tenants, we aim to:

- provide a range of different opportunities for tenants to get involved, in a way and at a level that suits you.

- provide a quarterly newsletter to tenants with useful updates and information.
- carry out an annual satisfaction survey to all tenants and to publish the findings and any action being taken.
- ensure that housing services are scrutinised by our tenant scrutiny panel and to publish information on their work to tenants.
- operate a complaints and compliments policy in line with the housing ombudsman complaint handling code.
- pay suitable expenses to involved tenants to ensure they are not out of pocket when they are invited to attend meetings/training or other events.
- publish an annual report for tenants.

### **How we will measure this:**

We will ask you questions on involvement and engagement in the annual satisfaction survey.

## **Moving In**

We recognise that moving home can be a very stressful experience. We aim to make moving and settling into your Papworth Trust home as smooth as possible and to keep you informed along the way.

### **We aim to:**

- ensure all our homes meet our lettable standard.
- have a robust assessment process, that includes you viewing the home and us making sure that the home is suitable for your needs, before we offer you a tenancy.
- carry out a settling-in visit within 6 weeks of you moving in to check everything is ok with you and your new home.

### **How we will measure this:**

- Monitor internal KPIs to better understand failed tenancies and ensure that all homes meet the lettable standard and are allocated appropriately.
- Through feedback from settling in visits on how satisfied you are with your new home.

