

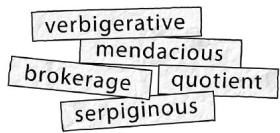


Services tenants can expect from Papworth Trust.

We want to make sure people who live in our homes are happy. To do this, we have created a guide that explains our commitment to you and that explains the kind of service we promise to give our tenants.



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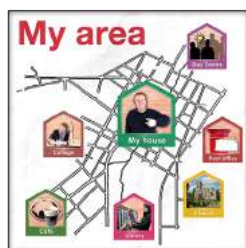
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Useful words



In this booklet we use some difficult words. Understanding these words will make this booklet easier to read.



Landlord

The organisation who owns the homes that people rent.



Tenant

A person who lives in a house which is owned by Papworth Trust. They pay rent to us.

Contact us



We want to make it easy for you to speak to us. You can do this by:



Phoning us on 0330 678 0008 option 2.



Emailing us
on: housing@papworthtrust.org.uk



Going to our website
www.papworthtrust.org.uk



Writing to us: 1 Saxongate, Bradbury Place, Huntingdon, Cambridgeshire, PE29 3RR

Contact us



Our housing office is open on Monday, Tuesday, Wednesday, Thursday and Friday. This is open between 9:00am – 5:00pm.



If you need to contact us after 5:00pm or on a Saturday, Sunday or Bank Holiday if you have an emergency, you can call our emergency service on _____

We want to do the following:



If you ring us, we will try and pick up the phone quickly. If we can't, we'll tell you where you are in the queue.



We will reply to your letters, emails, messages to our official social media account or website questions within 7 working days.

Working days are Monday, Tuesday, Wednesday, Thursday and Friday.



When we talk to you, we will be polite and friendly. We will work with you to fix your problem or answer your question.

We will check how well we are doing by:



We will look at the number of phone calls we receive to see how quickly we answer calls.



We will ask you to fill out a form called a survey every year to see if you are happy with us.

We will listen when people give us compliments or complaints.



A compliment is when you tell someone you are happy about something.

A complaint is when you tell someone you are unhappy about something.



A group of tenants called the Tenant Scrutiny Panel will look at how we are doing.

Repairs

Repairs are when someone fixes something that is broken.



We want to make sure your home is somewhere you feel happy in.



We will do any repairs that is our job to do.

We want to do the following:



When you tell us you need something fixing, we will let you know when we are going to fix it. We will give you a job number to help you and us track how it's going.



If it is an emergency we will make it safe within 24 hours.

Repairs



If it is urgent, we will fix it within 7 days.



If it is not an emergency or urgent we will fix it within 30 days.



If it is a bigger job, we may take a little longer to fix it. We will let you know and aim to fix it within 90 days.



If you have an emergency, we have a phone number you can ring and we will make it safe within 24 hours.

Repairs



If we can't fix things as quickly as we promised, we will tell you ahead of time and tell you why.



When there is a big job in your home, we will let you ask questions and tell you if it's going to take longer and why.



If there is a problem in your home that affects your health or disability, we can help you with this.

Repairs



You will be given a Tenant handbook, which has rules in it that you should follow.

We will check how well we are doing by:



Looking at how we respond to repairs every month, every 3 months and every year.



We will send a form out called a survey every year and ask you to tell us what you think.



We may telephone you and ask you if you are happy with a repair.

Repairs



We will listen if you give us compliments or complaints.



A group of tenants called the Tenant Scrutiny Panel will look at how we are doing.

Your Home



Your home should be a happy place. We can offer you support if you need it.



When you move into your home, you will sign a written agreement. For most people who rent, this is called a tenancy agreement.

We want to do the following:



We will visit you once a year to talk about your home and what you need.



If you need more help, we can do this.

Your Home



We give you advice on different housing options if you need it.



If you want to swap homes with someone, we will respond to you within 42 days.



If there are problems with how neighbours are acting, like being too noisy or causing trouble, you should tell us.



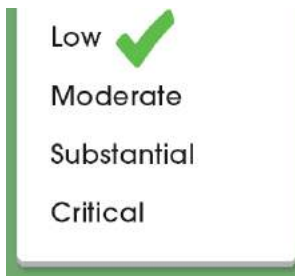
If it is a high-risk problem, we will contact you within 24 hours. An example may be if you are at risk of getting hurt or your house being damaged.

Your Home



If it is a medium risk problem, we will get in touch in 5 working days. An example would be a non-physical argument with a neighbour or a dog barking a lot.

Working days are Monday, Tuesday, Wednesday, Thursday and Friday.



If it is a low-risk problem, we will get in touch in 10 working days. Low risk may be an incident that hasn't happened before and unlikely to happen again.

We will check how well we are doing by:



We will visit you at home once a year.



We will ask you to fill out a form called a survey every year to see if you happy with us.

Your Home



We will look at the number of Anti-social behaviours we receive.

Anti-social behaviours are actions by others that:

- make you feel worried or upset
- happen around your home
- are annoying
- are against the law.



We will listen if you give us compliments or complaints.

Shared areas



We want homes and shared spaces to be clean and well looked after.

We want to do the following:



Ask you to join us every 3 months to inspect the shared areas to let us know if you are happy.



We will ask you what you think before we make any changes to the shared areas.

We will check how well we are doing by:



We will check these shared areas every 3 months.



We will ask you to fill out a form called a survey every year to see if you happy with us.

Getting involved and taking part



We think that getting you involved is important. We want you to tell us what you think.

We want to do the following:



Share a newsletter with you every three months.



We will ask you to fill out a form called a survey every year to see if you happy with us.

Getting involved and taking part



A group of tenants called the Tenant Scrutiny Panel will look at how we are doing. They will then tell you what they find.



If you come to a meeting or an event, we will pay for your travel.



We will share information in a yearly report.

We will check how well we are doing by:



We will ask you to fill out a form called a survey every year to see if you happy with us.

Moving in



Moving into a new home can be worrying. We want to make this easy for you.

We want to do the following:



We will make sure your home is good and safe to live in.



Before you move in, we will show you the home and make sure you like it.



In the first 6 weeks of moving in, we will visit you to check you are happy with your home.

Moving in

We will check how well we are doing by:



We will ask you if you are happy in your new home.



We will make sure that your home is suitable for your needs.



We will look into where we have gone wrong before with other tenancies to make sure it doesn't happen again.