



Housing Service Standards

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1.0	<p>Customer Service Standards</p> <p>When you contact us we aim to:</p> <ul style="list-style-type: none"> • treat you in a friendly, fair and professional manner • provide well trained and knowledgeable staff • provide accurate and clear information in response to your enquiries • deliver what we promise, dealing with any problems that may arise and keep you informed of any delay • use plain language and not use jargon • respect your rights to confidentiality, privacy and safety and provide a private area for confidential enquiries • provide you with easy access to our services • actively listen to our customers and use feedback to improve the services and products we provide now and in the future
2.0	<p>Contacting us online</p> <p>You can access most of our services and products online 24 hours a day, 7 days a week.</p> <p>When you self-serve we aim to:</p> <ul style="list-style-type: none"> • make sure all information on our website is up to date • ensure our website and online processes are clear, quick and easy to use • provide you with information on how long it will take to resolve your query • use your feedback to improve our website
3.0	<p>Contacting us by email or letter</p> <p>When you write to us, we aim to:</p> <ul style="list-style-type: none"> • provide an acknowledgement within 2 working days for emails • give you details of who is dealing with your enquiry • respond to your enquiry within 10 working days • tell you when we cannot respond fully within 10 working days and tell you when we will be able to respond
4.0	<p>Contacting us by telephone</p> <p>If you need to contact us by phone, we aim to:</p> <ul style="list-style-type: none"> • resolve your enquiry or service request the first time you contact us. When this is not possible, we will inform you of the service that will help you and how long it will take to resolve your query • advise you how and when you can access services online • provide you with the name and department you are speaking to • answer your call within 60 seconds • record some calls for training and monitoring purpose.
5.0	<p>Contacting us in person</p> <p>If you need to visit us, we aim to:</p> <ul style="list-style-type: none"> • direct you quickly and efficiently to the right person • ensure that our reception areas are accessible and welcoming at all times

	<ul style="list-style-type: none"> • make an appointment for you where appropriate • assist you if you have communication or access needs • keep to pre-arranged appointments and show you our identification
6.0	<p>Repairs Service Standards</p> <p>You can report a repair online at www.havering.gov.uk/askhousing Or By Free phone on 0800 151 3444 (this number is free from landlines but Mobile operators may charge) or general phone 01708 434000 Text phone 01708 433399</p> <p>Repairs service – what can you expect:</p> <p>We will provide an online reporting service and free phone telephone service for you to report repairs</p> <p>Provide you with a repairs guide detailing repair priorities and targets</p> <p>Offer you an appointment at the first point of contact for non-emergency Repairs</p> <p>Provide an emergency repairs service 24 hours a day, 365 days a year</p> <p>Attend and make safe all emergency repairs within four hours of being Reported.</p> <p>Complete all priority one repairs within 4 hours</p> <p>Complete all priority two repairs within Three working days</p> <p>Complete all priority three repairs within 28 working days</p> <p>Complete at least 90% of repairs on the first visit or where this is not possible make an appointment while we are on-site for any follow-up work</p> <p>Leave your home in a clean and tidy condition where repairs have been carried out</p> <p>Service your main heating appliance and smoke alarm system each year</p> <p>Provide a handyperson service to complete minor repairs for vulnerable Tenants</p> <p>Charge for repairs that are considered your responsibility:</p> <p>How long will my repair take?</p> <p>One day;</p> <p>Total loss of water supply Total loss of electricity A power socket, lighting socket or electrical fitting that is not safe Total or partial loss of gas supply</p>

	<p>A blocked flue to an open fire or boiler Total or partial loss of heating or water between 31 October and 1 May. A blocked or leaking drain pipe for a toilet or water pipe such as a foul drain or soil stack and a toilet pan if there is no other working toilet in the home A toilet that won't flush (if there is no other working toilet in the home) A leaking water-heating pipe, tank or cistern An outside window, door or lock that is not secure</p> <p>Three days;</p> <p>Partial loss of electricity Partial loss of water supply Total or partial loss of heating or water heating between 30 April and 1 November A blocked sink, bath, basin or shower A tap that won't turn A loose or detached banister or handrail Rotten wood flooring or steps on the stairs A broken door-entry phone</p> <p>Twenty eight days;</p> <p>All other repairs that are responsibility of the Council Repairs to frames and doors Repairs to worktops and sink tops Repairs to window frames broken mechanical extractor fan in the kitchen or bathroom leaking roof</p> <p>What happens if an urgent repair is not completed on time? If our contractors fail to complete the work on time, you have the right to ask us to employ another contractor to do the work under the Governments 'Statutory Rechargeable repairs;</p> <p>If you ask us to carry out a repair that you are responsible for or you have caused, for example if you lose your front door key and we have to force entry, we will need to recharge you for the work. Before we start work we will require a signature from you, to agree that you will pay the cost of the work.</p> <p>The cost will also include an administration charge. If you have caused damage to your home, then it is your responsibility to carry out the repairs.</p>
7.0	<p>Estate Services Standards</p> <p>Every two weeks Caretakers will:</p> <ul style="list-style-type: none"> • clean communal areas in and around flats and maisonettes • check and deal with any issues that affect the environment of estates, such as rubbish and recycling • look out for elderly and vulnerable residents • report unauthorised, badly parked, abandoned or untaxed vehicles • report communal repairs

	<ul style="list-style-type: none"> • clean low rise sites internally and externally • arrange the removal of non-offensive graffiti • work with the Resident Services Team and the Anti-Social Behaviour Team to reduce and tackle anti-social behaviour • sweep and litter pick • target estate clearances in partnership with other services <p>Tower blocks: On a daily basis Caretakers will:</p> <ul style="list-style-type: none"> • Clean tower blocks, including lifts and lobbies, internally and externally. Landings are cleaned on rotation <p>Within 24-hours of being reported Caretakers will:</p> <ul style="list-style-type: none"> • remove rubbish and health hazards such as syringes • remove offensive graffiti • respond to emergencies <p>Within one week Caretakers will:</p> <ul style="list-style-type: none"> • remove fly tipping • assist Sheltered Housing schemes with bulk item clearances <p>Estate Officers will:</p> <ul style="list-style-type: none"> • carry out eight weekly site inspections to check the cleanliness and site management of each estate • following each inspection, resolve any elements deemed unsatisfactory with the Caretakers responsible for the site
8.0	<p>Resident Services Standards</p> <p>To deliver service standards:</p> <p>Housing Officers will:</p> <ul style="list-style-type: none"> • complete settling in visits within three weeks (two weeks for Leaving Care) • complete support plan during settling in visit or as and when requested
9.0	<p>Anti-Social Behaviour Standards</p> <ul style="list-style-type: none"> • We will contact victims within one working day of them reporting ASB involving violence, racial harassment, hate crime and domestic violence to us. These are known as Priority One incidents. • We will contact victims of other ASB within five working days of receiving their report. • We will work with the victim to agree an Action Plan during this visit, and write to them with a copy of the Plan within five working days of the visit. • We will keep victims informed of the progress of their complaint at least every 10 working days but in some cases weekly.

	<ul style="list-style-type: none"> • We will make safe any damage caused to a tenant's home by ASB, within 24 hours (provided the necessary repairs falls within our normal repair responsibility). • Once an ASB case has been closed, we will contact victims to carry out a satisfaction questionnaire to find out what they thought of the service we provided. This will be carried out within a month after we have closed a case. • Where the victim is dissatisfied with our handling of their ASB report, we will review their case and re-open it, where appropriate.
10.0	<p>Complaints</p> <p>As part of our drive for better services, we want you to let us know when something goes wrong.</p> <p>We define a complaint as any expression of dissatisfaction, however made, about the Council's provision of, or failure to provide, a service for which it has responsibility, the action or lack of action by the Council, its own staff, or those acting on its behalf, affecting an individual resident or group of residents and when it has not been put right in a reasonable timescale.</p> <p>We will deal with your complaint using a two-stage complaints procedure.</p> <p>Please follow the link to make your report:</p> <p>www.haverling.gov.uk/complaints</p> <p>The two stages of the complaints procedure</p> <p>The Council encourages any customer who has a problem with a service they receive, due to a failure in the service, to report it.</p> <p>The Council will seek to resolve complaints at the earliest opportunity. Where possible, every attempt will be made to deal with the issues quickly.</p> <p>Full details can be found in our Corporate Complaints and Compliments Policy and Procedure document.</p> <p>Stage one</p> <p>All complaints will come into the triage team who will identify which route the complaint will follow.</p> <p>We aim to contact you within five working days and a full written reply sent within ten working days.</p> <p>If it involves a lot of issues and people, we may take an additional ten working days to reply.</p> <p>We will let you know what we are going to do.</p> <p>Stage two</p> <p>If you are dissatisfied with the outcome of the Stage 1 investigation, you can request that your complaint is escalated to Stage 2.</p>

A request to go to Stage 2 should be made by requesting an escalation, information on how to do this will be included in your Stage 1 response.

For those complaints, which progress to Stage 2, we will conduct a further thorough and proportionate investigation and provide a full, clear and honest response within 20 working days.

We will try to give you an answer within 20 working days and will let you know if we think it might take longer than this.

If you remain dissatisfied following the review of your complaint, you will be informed of your right to refer the complaint to the Housing Ombudsman Service.

The contact details for the Housing Ombudsman Service are:

- Online complaint form: www.housing-ombudsman.org.uk/residents/make-a-complaint/
- Phone: 0300 111 3000
- Email: info@housing-ombudsman.org.uk
- Postal address: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ