

our promise to you...

The service standards tell you the level of service you can expect from us

Service Standard 1 – your call will be answered within 15 seconds by a well trained person.

Service Standard 2 – we will record accurate voicemail messages letting you know where staff are and when you can expect your call to be returned.

Service Standard 3 – if you need to make a complaint we will ensure that at each stage you are dealing with the same person.

Service Standard 4 – we will respond to your complaint within the following timescales:

- Stage one** within 5 working days
- Stage two** within 5 working days
- Stage three** within 10 working days

Service Standard 5 – we will meet all our obligations to provide you with a safe home, for example, by organising gas safety tests.

Service Standard 6 – we will offer an appointment time to everyone who reports a repair.

Service Standard 7 – we will respond to repair requests within the following timescales:

- Emergency** within 4 hours
- Urgent** within 3 working days
- Routine** within 15 working days



Service Standard 8 – we will offer all our customers the opportunity to receive welfare benefits advice when you move in a new home and at regular intervals during your tenancy.

Service Standard 9 – if you request a document in another language, large print, Braille, or on audio CD, we will provide it within 10 working days.

Service Standard 10 – we will provide feedback to all customers who have given us their views.

Service Standard 11 – we will respond to reports of anti-social behaviour (including racial harassment and hate crimes) within:

Category A visit within 1 working day

Category B acknowledge within 2 working days/visit within 5 working days

Category C acknowledge within 2 working days/visit within 5 working days

Service Standard 12 – we will publish the dates of scheme inspections and give you the opportunity to accompany staff when they visit.

Our vision: strong, bright and real