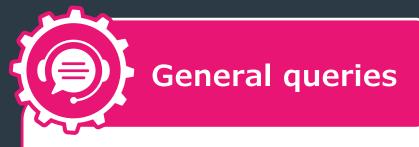
# **OUR SERVICE** STANDARDS



We want to be clear about how quickly we will respond to you when you get in touch. Below are the targets that we aim to meet:



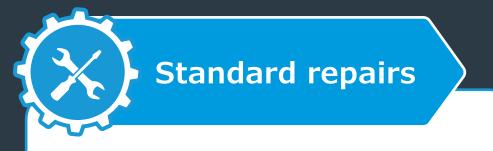
We will do our best to answer your query the first time you contact us. Where we have to arrange for someone to call or e-mail you back, we will get back to you by the end of the next working day.



**Emergency** repairs

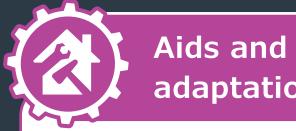
We will attend within **24 hours** to make your home safe.

Sometimes we may need to come back if we cannot fix the problem permanently at this visit.



We will carry out general repairs within 28 days.

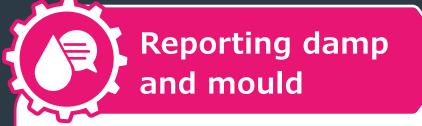
Although our response time for most repairs is 28 days, we will take your personal circumstances into account when booking an appointment for your repair.



# adaptations

We will carry out minor aids and adaptations to your home within 28 working days.

Where a major adaptation is required, we will work with social services and occupational health to assess and progress the work.



We will contact you within 24 hours of you reporting an issue with damp or mould to assess the extent of the problem.

Within **14 days**, we will **fully** investigate the cause of the issue and then let you know what works we will carry out.

### Complaints\*

We will resolve all stage one complaints within 10 working days. If the problem will take longer to resolve, we may extend this timeframe with your permission.

We will resolve all **stage two** complaints within 20 working days.

### **Anti-social** behaviour

How quickly we will respond depends on the type and severity of the issue:

#### Intimidation and



### Domestic abuse

If we receive a report of domestic abuse, we will contact the survivor within 24 **hours**. Where this is not possible, due to the weekend or a bank holiday, the person will be referred/signposted to a relevant support agency.

harassment (including hate incidents or threat of violence) - 24 hours

 Annoyance and nuisance (including noise nuisance) – 3 working days

• Estate issues (graffiti, fly tipping, etc) – **5 working days** 

#### Mutual exchange application

Once application forms have been received from all parties, we will let you know if your application has been successful within 42 days.



Changes to your rent

Rents usually increase from 1 April each year, in line with Government rent-setting policy. We will give you at least 28 days' notice of any changes.

**Gas safety** checks

If you are a tenant and your home has a gas boiler, we will carry out a gas safety check once a year. We will contact you to make an appointment within **60 days** of the check



Fire safety

If you live in a flat, we will do a fire risk assessment of the building either **annually or** every three years, depending on the type of building you live in. This includes inspecting all fire doors. We will also provide fire safety information to help reduce the risk of fire.

#### being due.

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