

# 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:



## General queries

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.



## Standard repairs

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.



## Aids and 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.



## Reporting damp and mould

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 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**



## 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.



## 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 being due.



## 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.