• Give you the chance to give feedback on improvement programmes
• Use your feedback to improve the planned maintenance service.

Involving You

**Rent**

**We will:**
• Provide a choice of ways to pay that are convenient to you
• Provide you with correct and timely information about your rent and other charges
• Assist you in applying for the benefits you may be entitled to
• Send you an easy to understand statement every 3 months and at any time on request
• Contact you promptly if you fall into arrears
• Keep you informed of any action we are taking to recover arrears
• Work with local specialist agencies to provide advice on debt and money management.

• Support and assist you if you wish to get involved
• Listen to you
• Consult you on all changes that directly affect you
• Provide training to all tenants who wish to be involved with the housing service
• Find out what is important to you through regular surveys
• Develop more ways for you to get involved at a level that suits you
• Encourage and assist tenants from under represented groups to get involved
• Tell you the outcome of your involvement.

**Complaints**

**We do:**
• Operate a complaints procedure
• Provide clear information about how to make a complaint
• Assist you to make a complaint if you are not satisfied
• Give you various ways to make a complaint
• Apologise for any mistakes we have made and work to correct them
• Write to you when your complaint has been resolved or closed
• Award compensation if appropriate
• If requested, give you contact details for the Local Ombudsman.
Housing Service Standards

We will:
• Answer all telephone calls promptly
• Provide a prompt response to all housing enquiries
• Listen and understand the importance of your enquiry
• Give a polite, helpful and friendly service at all times
• Treat you with respect
• Identify sensitive situations and treat them with tact and privacy
• Give our name and job title
• If we cannot help with your telephone call we will take a message and pass to the appropriate person as soon as possible
• Acknowledge your letters, faxes and emails within 3 working days
• Respond in full to your letters, faxes and emails within 10 working days, if we require more time we will tell you
• Offer convenient appointment times if you need to visit our offices
• Contact you as soon as possible if there will be a delay in seeing you
• If the person you need to see is unavailable, someone else will help you
• Offer you a private room when you visit us if you want to talk in confidence
• Treat information about you sensitively and in accordance with the Data Protection Act 1998
• Monitor feedback and use it to improve our services.
• Regularly review how satisfied you are with our services
• Be honest and apologise if we have made a mistake
• Keep our pages on the website up to date with information and news
• Publish an annual review telling you how we have performed in delivering our services to you.

Taking a Tenancy

We will:
• Give you clear information of what is being offered and what the rent and charges will be
• Accompany you on all property viewings
• Give you advice and assistance if you want to apply for housing benefit
• Arrange a convenient appointment for you to sign your tenancy agreement
• Give you a Tenant’s Handbook
• Tell you the name of your Neighbourhood Manager.

When living in your home

We will:
• Arrange an appointment to visit you within 2 weeks of your tenancy
• Visit all Introductory tenants periodically throughout the first year
• Work with other agencies to support you in your tenancy if necessary
• Give you advice on adaptations to help you to live more comfortably in your home
• Send you ‘Connect’, the newsletter for tenants and leaseholders.

Neighbourhood Management

We will:
• Remove offensive, threatening and abusive graffiti as soon as possible
• Promptly remove fly tipping
• Inspect estates and communal areas in blocks of flats on an ongoing basis
• Undertake a quarterly estate inspection with your tenant representative and any tenants who wish to get involved
• Work with you and other parties to identify local priorities
• Seek feedback from you after the completion of major projects in your area
• Work with tenants to develop ideas for the improvements of communal areas

Antisocial Behaviour

We will:
• Speak to you within one working day when you report antisocial behaviour.
• Make a written report on everything you tell us
• Agree an action plan with you and keep you updated with progress
• Support you, either directly or by referring you to a specialist support agency
• Tell you when a case is closed and why this is happening.

Repairs

We will:
• Complete repairs to our properties within published timescales
• Enable you to report repairs 24 hours a day 365 days of year. (Out of office hours is emergencies only)
• Offer you a number of ways to report repairs
• Give you the chance to give feedback about a repair
• Use your feedback to improve the repairs service
• Always carry identification
• Where possible, agree an AM or PM appointment with you
• Clear and clean up after the work has been done
• Consult you about any major works which may affect your home
• Provide you with some choices of components and finishes where possible eg kitchens, on improvement programmes