



Our Service Standards

Helping you know what to expect
from us as your landlord

What to expect from us:

We deliver a number of different services to our tenants, and we know you may not need or want to access all of these all of the time. When you do we want you to know what you can expect from us, our services and our staff. **Regardless of how often you access our services, our promises to you will remain the same:**



Your Tenancy

We are committed to making sure that those in genuine housing need are offered our homes. We'll make sure we let our homes in a fair and transparent way.

[Read our full commitment here.](#)



Your Home

Your home is a place we want you to feel comfortable and secure. We'll make sure we address any concerns about the quality of your home and support you if you are struggling to sustain your tenancy.

[Read our full commitment here.](#)



Your Neighbourhood

We know that clean, safe neighbourhoods matter to you. We'll make sure we tackle community concerns you raise to us and ensure you feel proud to live in our homes, streets and estates.

[Read our full commitment here.](#)



Communicating with you

We'll provide a number of ways for us to speak to you to keep you informed about our services. We'll also make sure that you can contact us in a way that suits you.

[Read our full commitment here.](#)

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Your Voice

Making sure we deliver services shaped and designed by you is important to us and we'll make sure there are multiple ways you can give your feedback and get your voice heard.

[Read our full commitment here.](#)



Your Safety

Your safety, and the safety of our homes, is our number one priority. We'll carry out regular checks to ensure your home is safe for you and your family.

[Read our full commitment here.](#)



Supporting You

We understand that everyone has their own individual needs and circumstances, and it's important that you feel you can share these with us to help us deliver services that meet your needs.

[Read our full commitment here.](#)



Holding us to account

We may not always get things right, but we want to work with you to learn from when this happens and understand how you can challenge the performance of the services you receive.

[Read our full commitment here.](#)

Your Tenancy



Applying for a home, we will:

- Provide guidance to help you register for housing on our lettings platform.
- Keep you informed of the progress of your application and confirm your successful registration.
- Advertise available homes on our lettings platform for a minimum of five days.
- Allocate homes to those who meet the property criteria and have been on the register the longest.
- Provide key details about each home, including costs, heating systems, number of bedrooms, and available amenities.



Prior to your move in, we will:

- Facilitate property viewings for all eligible applicants and encourage feedback.
- Give you an opportunity to request repairs, including aids and adaptations (where feasible), during the viewing so these can be completed as soon as possible.
- Be transparent about any required work to the property before you can move in.
- Clear and clean all properties internally and externally before letting.



When you become a tenant, we will:

- Provide you with comprehensive information about your tenancy, including the tenancy agreement, ahead of your sign-up appointment.
- Arrange your sign-up appointment in person at your new home.
- Offer full details about the property, your tenancy agreement, and provide a welcome pack during your sign-up.
- Follow up with you one week after your tenancy begins to ensure you are settling in.
- We will investigate cases where a property is abandoned or not used as a main or principal home. We aim to complete our preliminary investigations within 28 days.
- If you own your home and tell us you are planning to sell your home we will provide you with the information you may need including details of our fees, and liaise with your nominated solicitors to progress the sale.

Your Home



Rent and Service Charges

- We will set your rent and service charges in line with your tenancy or lease agreement.
- We will offer multiple ways that you can pay your rent.
- We will provide you with information about your rent and service charge every 12 months but you can get in touch with us if you'd like an update before this.
- We will consult with you on what your rent and service charge will be in February of each year
- We will consult with you if we are proposing to change any of the service charges you pay
- If you fall into difficulty with paying your rent, we will offer you an affordable plan to get you back on track. We will also offer you additional support from our dedicated Money & Debt Advice Team that can provide additional financial support.



If you have a Leasehold agreement with us we will:

- We will send you an estimated service charge bill in February each year and an 'actual' service charge bill at the end of your financial year, confirming the final cost of the services we have provided.
- Set your service charge as carefully as we can to make sure estimates and actuals are as close as possible.
- Consult with all leaseholders when we enter into long-term agreement which will cost you more than £100 per year.
- Consult with all leaseholders when we carry out major works which cost more than £250 per leaseholder.



Your Home



Repairs to your home

- Where we use contractors to carry out works, we will ensure their work is completed in line with these service standards.
- When you report an emergency repair to us, we'll attend your home within 24 hours to make your home safe. Any follow on repairs will be completed in line with our routine or major works timescales.
- Any routine repairs you report to us will be completed within 28 days.
- If a major repair is required to your home (this is a repair involving a capitalised component replacement, e.g. kitchen/bathroom/roof, structural works or repairs that require the erection of permanent scaffold), this will be completed within 90 days.
- Where possible (but not in an emergency) we'll provide you with a choice of appointments so you can find a date and time to suit you.

Damp and Mould and Awaab's Law



- Emergency hazards will be addressed within 24 hours.
- Significant hazards will be investigated within 10 working days of us becoming aware.
- A written summary of findings will be shared with the tenant within 3 working days of our investigation concluding.
- Relevant safety work will be undertaken within 5 working days of the investigation concluding (if a significant hazard is identified).
- Steps will be taken to complete further required works within 5 working days of investigation concluding (if the significant/emergency hazard has been identified).
- If repairs cannot be completed within the required time, we will complete as soon as possible and, in any event, within 12 weeks.

Your Home



Planned improvements

- We will listen to your needs and involve you as much as possible when planning when and how we will undertake any planned improvements (eg kitchen or bathroom replacements) needed to your home.
- Where possible we will provide you the opportunity to influence the design of your kitchen, bathroom, windows etc.
- All completed works will meet our health and safety requirements and we encourage you to inform us if you have any concerns before, during or after works are complete



Helping keeping your home and garden in a good condition

- Where the presence of Japanese Knotweed is confirmed we will implement a five year treatment plan. After confirmation that there is no growth for a period of two years, we will seek a 10-year guarantee.
- We will aim to carry out an inspection of the property within 5 working days where we receive reports of mice, rats or cockroaches...
- Where there is evidence of a rodent or cockroach infestation we will instruct a qualified pest controller to complete any necessary treatment. We will aim to update you every two weeks on the progress of the treatment. Where an infestation may be caused by a building defect we will carry out any works needed to address the issue.
- We will provide signposting advice so that you can procure your own treatment for other pests and vermin.

If you'd like to know about our service standards for communal gardens please click here 

Your Voice

Helping to shape the services you receive

We'll set out the ways in which you can be involved in shaping services and holding us to account.

We may contact you to ask for your feedback on a service we deliver to make sure we understand your experiences.

We'll promote to you in a number of ways the opportunities you have to get your voice heard including by email, text, and through visits to your home.



Your Safety



To keep your home safe we will

Complete an Electrical Installation Condition Report (EICR) on every home every 5 years

Carry out an annual gas safety check at your home and provide you with a copy of the Landlords Gas Safety Certificate within 28 days.

If you report a gas repair in your home we will attend:

- Any emergency gas repairs within 4 hours (this includes uncontrollable leaks from your gas heating system.)
- To urgent gas repairs within 24 hours, this includes gas heating and hot water failure.
- Routine gas repairs within 14 days on a date and time to suit you.

National Grid will attend to all reported gas escapes and suspected carbon monoxide incidents

Your Neighbourhood



Keeping our shared spaces safe, clean and tidy

- We will aim to remove fly-tipping on our land within 5 working days of receiving the report, except where there is genuine health and safety risk in which case we will aim to remove it within 1 working day.
- Where there is evidence against a perpetrator of fly-tipping on our land we will take enforcement action and charge the costs to the individual to help keep your service charges low.
- We will survey the trees in our communal areas every three years, creating a plan of action by priority.
- Where graffiti is reported to us we will aim to have this removed from our property within 5 working days. We will shorten this timeframe to one working day if the graffiti is offensive.



Communal Areas

- We will carry out regular, planned inspections of our communal areas to check that there are no hazards and fire safety equipment is maintained.
- Where you raise concerns about the condition of the communal areas, we will aim to visit the site within 5 working days, unless there is a safety issue in which case we will aim to respond within 1 working day.
- When visiting a block with communal areas to carry out an inspection or communal services we will let you know we have been by updating the notice board.
- Where we provide a communal cleaning, grounds maintenance or window cleaning service in communal areas, we will deliver this service in line with the specification we have agreed with you. [Click here for more.](#)



Your Neighbourhood



Anti-social behaviour and nuisance

- We will investigate reports of anti-social behaviour in an impartial and professional manner.
- We will provide advice and signposting where reports do not fall within our jurisdiction.
- We will carry out a risk assessment and prioritise the most serious of cases.
- We will encourage you to speak with your neighbours to resolve issues informally where it is safe and appropriate to do so.
- We will tailor our approach to the individual circumstances of case, providing you with a personalised action plan.
- We will provide a named officer who will be responsible for progressing your case and agreeing with you when, and how often, we will update you.
- We will work in partnership with other agencies such as the police, social services and support services to resolve anti-social behaviour and nuisance.
- We will provide support and guidance to the alleged perpetrators of anti-social behaviour and nuisance to address behaviour which is putting their tenancy, themselves or others at risk.
- We will train our staff in a variety of solutions to resolve anti-social behaviour.
- We will take formal legal action where it is proportionate to do so and where other appropriate non-legal routes have been exhausted.

Communicating with us



Contacting us

- We will treat our tenants with respect, courteously and with empathy.
- We will be transparent and honest about what we can and cannot do and keep you updated throughout your interactions with us.
- We will use a range of communication methods to keep you updated and informed about what to expect from our services, including where we may need to let you know about an issue with one of our services.
- We will provide a range of ways for you to get in touch with us, or manage your tenancy. This includes being able to contact us via email, telephone and letter.

Supporting You



Treating you with fairness and respect

- Where you have told us about a specific support need you have, we'll make sure we take this into consideration when delivering our services to you.



Domestic Abuse

- We will treat cases of domestic abuse with the highest priority, aiming to agree an action plan within one working day of being made aware of the situation.
- We will consider the wellbeing of those suffering from domestic abuse when agreeing our action plan.



Hate Crime

- We will act as a hate crime reporting centre for all incidents of hate crime.
- We will treat all cases of hate crime with our highest priority, aiming to agree an action plan within one working day of being made aware of the situation.



Safeguarding

- When we are aware that you may need extra support or help, we'll work with our partners to ensure you get the support you need.

Holding us to account



When you tell us something has gone wrong we will

- Offer you the choice to make a formal complaint, whenever you express your dissatisfaction to us.
- Handle any complaints in line with the current [Housing Ombudsman Complaint Handling Code](#). 
- Share with you how we have learned from where things have gone and used your experiences to help make improvements to our services.

Being transparent and accountable

- We'll publish a number of annual reports about our performance, our tenant satisfaction and our finances so you can hold us to account for the services we have delivered to you.

What we expect from you



We want you to enjoy your home and feel comfortable to be yourself. We do ask that you help us to make sure that we can support you when you access our services by:

- Being respectful to our staff, your neighbours and other tenants.
- Letting us know if your needs, contact information or household make up has changed so we can ensure we update our records.
- Adhering to the tenancy agreement you signed with us, including reporting any repairs or building safety concerns to us so we can keep your home safe.
- Getting in touch if you are worried or concerned about paying your rent, so we can find a way to help.
- Keeping to any appointments you agree with us, and giving us access to your home when we need it. If you aren't able to keep an appointment please let us know.
- Leaving your home and gardens clean, free from rubbish and in a condition ready for the next tenant to move into at the end of your tenancy.

