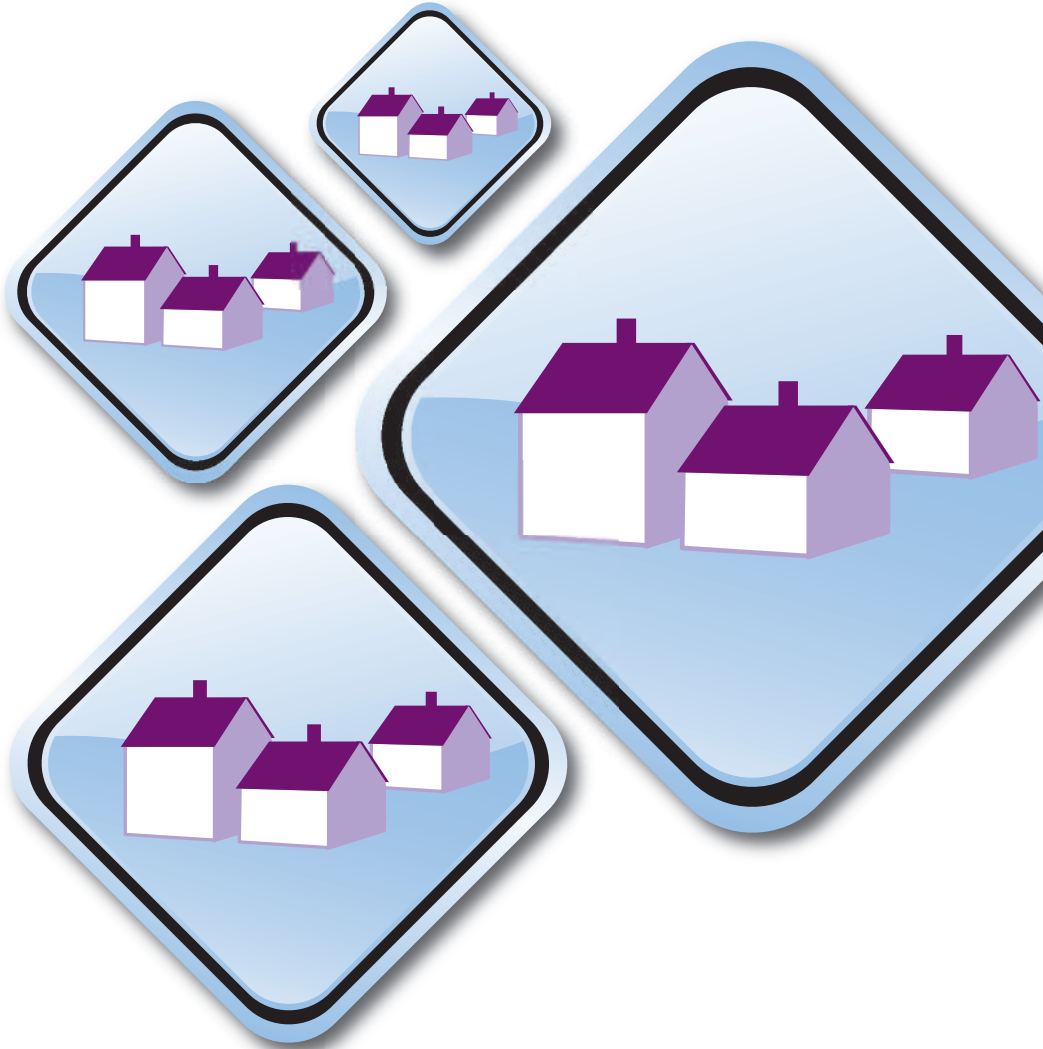


Guide to service standards



Daventry & District Housing





Service standards

Our service standards set out the standards you can expect in your dealings with us. The standards help us to measure how well we are performing and help you to challenge us if you feel we have fallen short.

We have developed these service standards by working with tenants, to make sure they are clear,

easy to measure and help us to deliver on the things that matter most to customers.

We will report back on how well we are performing against the standards through our newsletter, Tenants' Voice, and through other performance reports such as our annual report.

Customer care

When you telephone us we will:

- ▶ Answer your call within 30 seconds
- ▶ Call you back when needed within one working day and at a time convenient to you
- ▶ Provide a 24-hour telephone service to deal with emergency repairs or other housing emergencies
- ▶ Deal with as many telephone queries as possible at the first point of contact.

When you write to us we will:

- ▶ Reply to your letters and emails within five working days of receiving them.

When you visit our offices you will:

- ▶ Be greeted by an identified member of staff
- ▶ Be offered a private interview room on request
- ▶ Find facilities that are welcoming and accessible to people with a range of disabilities
- ▶ Be provided with translation facilities on request.

In addition our opening hours will be clearly displayed and a range of information leaflets will be available.

When we visit you at home

- ▶ All our staff and contractors will carry full identification which they will be pleased to show you.

Complaints

If you make a formal complaint to us we will:

- ▶ Acknowledge your complaint within one working day
- ▶ Give you a response to your complaint within five working days.

Information and consultation

To share information with you we will:

- ▶ Publish a tenant newsletter and send it to all tenants every three months
- ▶ Publish an annual report to provide a record of our performance and send it to all tenants once a year
- ▶ Publicise tenants' meetings and events regularly on our website.

Paying your rent

To help you pay your rent we will:

- ▶ Provide you with a range of payment methods
- ▶ Provide you with at least four rent statements each year and also provide further statements on request
- ▶ Inform you within five working days of your account falling into arrears.

If you are in arrears with your rent or service charges we will:

- ▶ Always offer financial advice and tell you where you can get independent advice
- ▶ Offer you the opportunity to agree reasonable payment arrangements which we will confirm in writing within three working days
- ▶ Contact you before serving notice or taking legal action
- ▶ Offer you confidential interviews or home visits.

You can help us by:

- ▶ Paying your rent and service charges regularly and on time
- ▶ Contacting us immediately when you miss your rent or get into difficulties
- ▶ Completing benefit application forms quickly and by letting the council know immediately of changes in your circumstances
- ▶ Making sure you renew your benefit application when you need to
- ▶ Providing us with full information about your income and expenditure so that we can agree repayment arrangements with you
- ▶ Making sure you keep to any repayment agreements we have made with you.

Repairs and maintenance

If you report a repair we will:

- ▶ Place it in a priority category - emergency, urgent or routine
- ▶ Complete emergency repairs within 24 hours
- ▶ Complete urgent repairs within one week
- ▶ Complete routine repairs within one month
- ▶ Offer you an appointment for all types of repair
- ▶ Offer you a range of appointment options for urgent or routine repairs
- ▶ Ensure that where we have made an appointment, we keep it

- ▶ Aim to complete all repairs on time according to the repairs priority
- ▶ Aim to complete a high percentage of repairs on our first visit
- ▶ Complete all repairs to a good standard
- ▶ Take care to protect the property whilst we carry out repairs, and tidy up after completing them
- ▶ Ask you to provide feedback on your satisfaction with the repairs service

- ▶ Take action to put things right where they have gone wrong and improve the service.

Maintenance

- ▶ We will service your gas heating systems every year
- ▶ We will offer a choice of key components on kitchen and bathroom replacements.

Anti-social behaviour

We will respond to all cases of anti-social behaviour promptly and according to the following categories:

RED - for cases such as harassment, domestic abuse and serious damage to property.

- ▶ We will acknowledge your complaint by the next working day
- ▶ The investigation will begin within one working day
- ▶ We will respond to the incident within three working days.

ORANGE - for cases such as noise nuisance, drug dealing from the home and verbal abuse.

- ▶ We will acknowledge your complaint by the next working day
- ▶ The investigation will begin within two working days
- ▶ We will respond to the incident within five working days.

BLUE - for cases such untidy gardens.

- ▶ We will acknowledge your complaint by the next working day
- ▶ The investigation will begin within three working days
- ▶ We will respond to the incident within seven working days.

We will offer advice and support throughout the process and there are a number of specific ways we can help.

We will:

- ▶ Acknowledge all complaints of anti-social behaviour within one working day and offer a home visit within five working days
- ▶ Develop an action plan with you at the start of the investigation and contact you once a week to keep you informed of our progress with your case
- ▶ Give you a guide on how to fill in diary sheets if your case requires them. At first, we will ask you to keep the diary sheets for no longer than 10 days

- ▶ Take the lead and work with other agencies to tackle the behaviour and to offer dedicated support to you
- ▶ Offer support before, during, and after legal proceedings should you be required to be a witness at court
- ▶ Ask you to complete a satisfaction feedback form upon closure of the case which will help us to improve our service.

Neighbourhood services

We will:

- ▶ Remove offensive graffiti within 24 hours of it being reported or discovered
- ▶ Remove non-offensive graffiti within 60 hours of it being reported or discovered.

Decorating your home

- ▶ We will provide a voucher when you sign up to your Daventry & District Housing home to help towards redecoration costs.

Mutual Exchange

We will:

- ▶ Provide acknowledgement of your request (note this may include refusal if immediately unacceptable) within three days
- ▶ Arrange an inspection within a target of seven days of receiving your application
- ▶ Have reached a decision on your exchange application within a six week (42 day) target.

Supported housing

Our scheme managers will:

- ▶ Promote independent living while ensuring privacy, dignity, choice, respect and participation
- ▶ Contact sheltered housing tenants on a daily basis (Monday to Friday) to check on their welfare
- ▶ Complete support plans on a six-monthly basis and monitor outcomes, keeping the information you provide confidential and secure
- ▶ Provide a 24-hour emergency service.

**For help to understand this
please contact 01327 707500.**

ইহা বোঝার সহায়তা পাওয়ার জন্যে অনুগ্রহ করে
01327 707500 নম্বর ফোনে যোগাযোগ করুন

如果你在理解此项内容时需要帮助的话，
请致电01327 707500

PO POMOC W ZROZUMIENIU TEGO
TEKSTU NALEŻY ZGŁOSIĆ SIĘ POD
NUMER: 01327 707500

اسے سمجھنے میں مدد کیلئے
براہ کرم 01327 707500 پر رابطہ کریں

An audio version is also available on request.

Home visits are available particularly
for older and vulnerable residents and
those with mobility and transport
problems. Please contact our
Customer Services Team for more
information on 01327 707500.



Daventry & District Housing

Nene House
Drayton Fields Industrial Estate
Daventry
NN11 8PB

Tel: 01327 707500
www.ddh.org.uk



This information has been
approved by Daventry & District
Housing tenants



A Futures Housing Group company

