



# Our service standard – what you can expect from Saxon Weald

This leaflet explains the standards of service you can expect as a Saxon Weald resident. We aim to meet these standards at all times.

## Customer service

- We will provide a range of ways for you to contact us, with helpful, knowledgeable staff and reliable, up-to-date website and social media pages. We aim to resolve your queries at the first point of contact. Where we cannot do this, we will keep in touch with you until your issue is resolved.
- We will offer an increasing range of services online through our self-service portal [mysaxonweald.com](http://mysaxonweald.com), giving you secure and convenient access to your account any time. Please contact us if you need help setting up an account.
- We will offer an out-of-hours telephone service for emergencies when our office is closed. Emergencies are issues which immediately affect the health, safety or security of you or your property.
- We will offer a range of ways for you to give us your feedback.
- We will keep your personal data secure.

## Opening hours

You can access your account, make payments and log repairs any time at [mysaxonweald.com](http://mysaxonweald.com)

### Contact us

Monday – Friday from 8.30am – 4pm.

### Or visit:

[www.saxonweald.com](http://www.saxonweald.com)



## Looking after your home

When you move into a Saxon Weald home, it will meet our published standard for condition and cleanliness. Please note, if you have arranged a mutual exchange, you move into the property as seen, so make sure you are happy with it as it is.

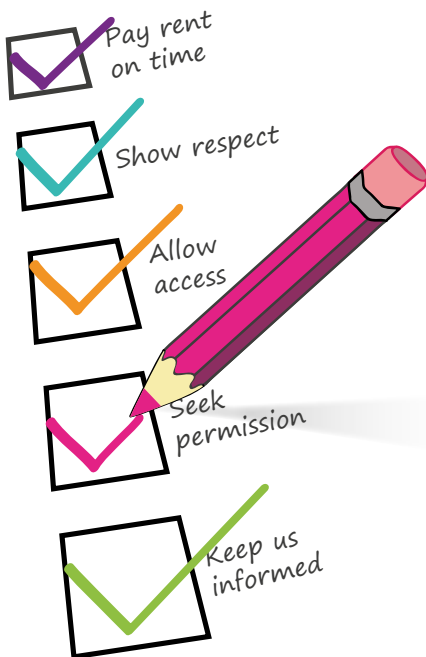
- We will respond to emergency repairs within 24 hours of you reporting it and make safe.
- For non-emergency repairs, you can normally book an appointment within 10 working days. You can book repairs and change appointments online at [mysaxonweald.com](http://mysaxonweald.com). We aim to complete 90% of repairs on our first visit.
- We will regularly carry out necessary checks and works to ensure your home is safe and well-maintained.
- If your home needs to be adapted because you or someone in your household has a disability, we will arrange for an assessment by our occupational therapist. In some cases, we can organise the work for you, however our budget is limited.
- Communal gardens around your home will be regularly maintained (the frequency of visits is dependent on weather/growing conditions). If you have a private garden, this is your responsibility to maintain, including any trees within your boundary.
- Where we are responsible for the cleaning of a communal area, we will ensure that the cleaning is done to the required standard.





## Living in your home

- We will provide you with information about your rent and other charges and offer you a choice of ways to pay. We will give you notice of any changes. You can check your account balance any time at [mysaxonweald.com](http://mysaxonweald.com) or by texting 'balance' to 07860 024509.
- We will provide advice and support on benefits and managing your income, or refer you to other agencies who can help.
- If you live in retirement or extra care housing, we will agree with you how often your scheme manager will visit and what help we can offer you.
- If you experience anti-social behaviour, we will listen to your concerns and discuss an appropriate course of action.
- If you need to move, we will advise you of your options including referring you to other organisations who can help.



## Your responsibilities

We'll do our best to deliver the level of service set out in this standard. There are, however, a few things we ask of you.

- You must pay your rent on time. The simplest way to pay is by Direct Debit – you can set this up online at [mysaxonweald.com](http://mysaxonweald.com).
- Please treat your home, neighbours and neighbourhood with consideration and respect, reporting any problems to us as soon as they arise.
- Please treat our staff and contractors with respect. We will take action against anyone who abuses or threatens our staff or people working on our behalf.
- You must allow us access to your home to carry out checks, repairs and other works. Please give us reasonable notice if you need to cancel an appointment.
- It is important that you live in your property as your main home and let us know if you will be away from the property for more than four consecutive weeks. You must not sub-let your home.
- You must get our approval before making any changes to your home, for example, installing a new kitchen or a satellite dish. You can apply online via our website.
- Please keep us up-to-date with changes to your contact details. It is important that we are able to contact you in an emergency. Please also tell us about any changes to who is living in your home. Update your details any time at [mysaxonweald.com](http://mysaxonweald.com).

## Feedback welcome!

If you think we have fallen short at any time, we want to know. We will always listen and work to put it right. Equally, we love to hear when we've exceeded expectations. Email us at [hello@saxonweald.com](mailto:hello@saxonweald.com) or contact us via MySaxonWeald or Facebook.



Saxon  
Weald

Saxon Weald  
Saxon Weald House  
38-42 Worthing Road  
Horsham  
West Sussex  
RH12 1DT

[www.saxonweald.com](http://www.saxonweald.com)

Email: [hello@saxonweald.com](mailto:hello@saxonweald.com)

Tel: 01403 226000



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