

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.