

**Our Service Commitments to Our Tenants & Residents**

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| **Service Commitment: Maintaining Good Quality Homes****Repairs & Maintenance*** **Time Targets** -We aim to carry out work in accordance with the following priorities:

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| **Emergency** | **Urgent** | **Routine** |
| Within 24 hours | Within 7 days | Within 3 weeks |

* **Out of Hours Emergency Service** - is available to you after 5 p.m. (4 p.m. on Friday) and at weekends. *This service is for genuine emergencies only***,** where there is a real risk to a tenant’s safety. In the event of the ‘Out of Hours’’ service deeming a call to be a non-emergency, the fault will be reported to the office for action on the next working day. *Should a call-out during ‘Out of Hours’ be found to be non-emergency, then you will be recharged for the cost of the call out.*
* **Gas Safety** - in order to comply with our legal obligation, we will arrange for every home with a gas supply to be checked every year and on change of occupancy.
* **Electric safety** - in order to comply with our legal obligation, we will arrange for every home to be checked every 5 years or on change of occupancy.
* **Contractors** - we will ensure that our contractors follow our code of conduct. We will regularly check the quality of their work.
* **Planned Maintenance** - we will discuss any planned maintenance work to your home with you before work commences. We will give you adequate notice of when the work will commence. Where feasible we will offer you choices.
* **Checking Performance** - we will regularly check the quality of the work and the service provided. We will ask for your views on the quality of the work and service received.

**Quality of Accommodation*** **Decent Homes Standard** - we will ensure that 100% of our homes continue to meet Decent Homes Standard
* **New properties** - we will ensure that we build homes to a high standard to meet customer expectations.
* **Customer feedback** (new homes) - we will undertake a satisfaction survey of all new homes within 10 weeks of letting a new property.
* **Empty properties** - all rented properties will meet minimum standards that have been endorsed by a resident working party.
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| **Service Commitment: Tenant & Resident Engagement & Customer Service****Customer Communication*** **Office** - the office is open between 9 a.m. & 5 p.m. Monday to Thursday and 9 a.m. to 4 p.m. on Fridays.
* **Staff** - will always be professional & courteous
* **Letters & emails** -will be replied to within 5 working days
* **Telephone calls** - will be answered promptly
* **Text messaging** - will be used where appropriate, to enhance our service to you
* **Home visits** – where an appointment has been made staff will arrive on time or let you know if they are likely to be late. Staff will visit you at home if you request them to do so.
* **Settling in visits** - all newtenants will receive a home visit from the housing assistant within 4 weeks of moving in
* **Diverse needs of customers** – we will provide full & equal access to services for all our tenants and will aim to provide information in a format that meets your known communication requirements.
* **Complaints** – we will fully investigate any concerns raised about the service we provide in accordance with our complaints policy. You will be informed of the outcome and of any action taken.

**Tenant Consultation*** **Seeking your views** - we will consult with you via surveys, meetings, letters and estate walkabouts before making changes to the services you receive. We will always consider your views before making a final decision**.**
* **Sharing information** – we will regularly publish news about our services in our tenant’s & resident’s newsletter ‘Chatterbox’. We also provide information in a variety of information leaflets (available in our office) and via our website [www.phahomes.co.uk](http://www.phahomes.co.uk) .
* **Keeping you informed** - we will let you know the outcome of any consultation, our reasons for reaching a decision and of any implications this might have for your service charges.
* **Leasehold obligations** - in addition to other forms of consultation, we will comply with our legal obligation to formally consult with leaseholders about proposed communal maintenance work.
* **Tenants Survey** - every 3 years we will undertake a 100% tenants survey about the quality of our service overall. We will publish the results to enable comparisons to be made with other housing associations.
* **Tenant profiles** - we have a rollingprogramme for gathering information about our tenants and residents. This is to ensure that our services remain appropriate & relevant for our tenants and residents.
* **Representation on the Board** - we have a tenant representative on our Board of management.
* **Annual report for tenants and residents** - we provide an annual report for our tenants and residents which tell you how well the association has performed throughout the year.
* **Working parties** – whenever we review major services to tenants, we will invite

tenants & residents to form a working party to work with staff in reviewing the service.**Rents & Service Charges*** **Annual rent review** - where appropriate, every year we will advise you in writing, giving at least 28 days’ notice, of any changes to your rent &/or service charges.
* **Service charges** - we will consult with you about any changes affecting the amount of service charge you will have to pay.
* **Account statements** - we will send you a statement of your rent account every 3 months. The statement will be in plain English and will show every payment you have made, any housing benefit paid to your account and any amount that is owed to us.
* **Arrears of rent** - we willsend you timely reminders about any rent or service charges owing. We will only take legal action to recover unpaid rent & service charges if a repayment plan has been agreed and you have not complied with arrangements to clear the debt.
* **Methods of paying your rent & service charges** – we will provide several ways in which you can make payment, including direct debit, standing order, Allpay, Worldpay, cheque and cash
* **Housing and other benefits** - we willprovide advice about your entitlement and help you with applications forms.
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| **Service Commitment: Neighbourhoods****Neighbourhood Management*** **Staff** - we have designated and specific staff that are responsible for the management of every area in which the association owns property
* **Estate inspections** - all communal areas owned by the association will be inspected 4 times each year to ensure appropriate maintenance of those areas
* **Estate walkabouts** -we will invite tenants and residents of any area of more than 10 homes to join our staff on a walkabout of the area at least once a year to inspect and discuss any issues that may arise
* **Community partnership** - we will work closely with other relevant agencies where appropriate to ensure that services for the wider community are meeting tenants’ and residents’ needs.
* **Grounds maintenance & cleaning** - we will provide an appropriate service to ensure that communal areas and grounds are kept neat and tidy and we will monitor the standards of those services regularly.

**Tackling Nuisance & Anti-social Behaviour** * **Responding to tenant’ concerns** - we will fully investigate any reported incident in line with our policy and take appropriate action as quickly as possible.
* **Supporting victims** - we will work with someone reporting an incident and advise them of what options are available. We will keep those involved fully informed of progress.
* **Working with relevant agencies** - we will work closely with other relevant agencies such as the police, to address problems of nuisance, anti-social behaviour & crime.
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| **Service Commitment: Communal Services****Cleaning of Communal Areas**Our cleaners will undertake cleaning every week, in accordance with the following specification:

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|  |  | **Frequency** |
| Exterior cleaning | Sweep and clean porch (where applicable) | Every visit |
|  | Dust and wet wipe down door and door entry intercom panel & letter boxes | Every visit |
|  | Clean inside windows of external doors | Every visit |
| Internal cleaning | Vacuum carpet to all floors including edges and corners | Every visit |
|  | Mop all hard floors | Every visit |
|  | Dust and wet wipe communal windowsill and window frames on each floor. | Every visit |
|  | Clean obvious smudges on glass near entrance handles | Every visit |
|  | Dust and wet wipe skirting board & other surfaces (e.g. light switches) | Monthly |
|  | High level dusting of walls/ceilings with long handles duster (no steps required)  | Monthly |
| Carpets | Spot clean carpets | As required |

**Grounds Maintenance of Communal Areas**Our grounds maintenance contractor will undertake fortnightly visits during March to October. Visits during winter months (November to February) is dependent upon the work required.

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|  |  | **Frequency** |
| Litter | To litter pick the whole site | Each visit |
| Lawns & grassed area | To cut and blow grass from paths | Each visit |
|  | To trim all borders, boundaries, fence lines etc. at the same time as grass cutting | Each visit |
|  | To edge all paths in winter months | Annually |
| Shrubberies & beds | To weed all beds | Monthly |
|  | To fork over beds | Monthly |
|  | To prune & shape all shrubs | Annually |
|  | To ensure all plants are cut back from paths, roads, signage, drains etc. | As required |
| Hedges | To trim & shape all hedges | Twice per year |
| Paths, hard standings & car parks | To sweep and blow all paths, hard standings and car parks. | Each visit |
| Weed killing | To carry out weed killing programme to all beds, paths & car park | Twice per year |
| Leaves | To clear leaves on each visit during autumn/winter months from lawned areas paths, hard standing & car parks. | Each visit in winter months |

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**Please let us know if you would like more information or have any feedback about our service standards.**