

TENANTS HANDBOOK

Service standards

1) Introduction

We are committed to providing you with consistently high quality service. This booklet giving you information on the level of service you can expect from us.

We will involve our residents in developing these standards.

We will measure what we do against these standards and targets using various methods including surveys and quality checks.

We will update you in a number of ways including emails, letters, telephone calls and texts.

If you do not think we are meeting our standards, please let us know. We use your feedback to help improve our service. You can tell us what you think by writing to us at:

enquiries@londondha.com

Or

30B Wilds Rents
London
SE1 4QG

2) Customer care service standards

Phone

The main phone number for housing enquiries is 0203 751 1120. This number is available from 9am to 6pm.

The main number for repairs enquiries is 07918 697 800. This number is available 24 hours a day.

We aim to answer 80% of calls within 45 seconds.

When you contact us we will:

- Be polite
- Always introduce ourselves by stating the name of the Housing Association and the officer's name and
- If we have to transfer your call, we will explain your enquiry to the person we are transferring you to.

Letters and email

If you want to send us an email, please contact us at enquiries@londonndha.com.

If you want to write to us, please send your letter to:

Name of contact
30B Wilds Rents
London
SE1 4QG

We will:

- Try to answer your letter or email within ten working days
- Use clear and plain English at all times; and
- Provide a contact name and a phone number on our correspondence

Visiting you

If you cannot visit our reception, we can arrange to visit you. If we visit you we will:

- tell you in advance of the time and date of our visit;
- arrive at your property on time
- listen to you and give you advice or options on how to deal with your query; and
- aim to make information available that meets your needs

3) Your tenancy

Information

We will:

- give you a phone number for queries about your tenancy;
- give you the name of the housing officer managing your property
- monitor your tenancy and advise you of any problems including any rent you may owe
- tell you how we are performing against our targets

We will provide information:

- online at www.londonndha.com
- by post with your rent statement
- in leaflets in our reception area

4) Consultation and resident involvement

We are committed to giving you the opportunity to influence the services you receive.

How to get involved

We will provide a range of ways for you to tell us your views. These include the following:

Surveys that tell us whether you are satisfied with our services such as repairs and customer services.

Estate inspection which we carry out regularly. This involves inspecting the grounds and shared areas of the estate to make sure that they meet and exceed our standards. You are welcome to join an estate inspection and will be notified in advance of the time and date.

Resident working groups where residents can comment on new services or how services are performing.

Residents' associations(RA) made up of tenants and leaseholders from your estate that meet to discuss local and housing issues. Any tenant of FHA can join the RA.

Further information can be found on www.londondha.com.

We will be providing tenants training programmes for those tenants who wish to.

5) Managing your income

Paying your rent

Residents are encouraged to pay their rents via Direct Debit or Standing Order. We will offer a wide range of ways to pay your rent, 24 hours a day, 365 days a year.

Managing your rent account

If you miss rent payments we will:

- Explain what you should do, how we can help and agree how you can pay the rent you owe, and
- Contact you by letter, phone or email
- Monitor your payments and contact you if you breach any agreement

If you have missed rent payments and you fail to keep to an agreement with us to pay your rent arrears, we will:

- Inform you in writing that your home is at risk should you fail to clear your rent account or reduce your rent arrears.
- Take the appropriate legal steps to recover any debt.
- Take the required legal action to gain vacant possession as ordered by the court.

6) Repairs

If you need a repair, you can contact us 24 hours a day, seven days a week on 0203 751 1120 or 07918 697 800.

How urgent is your repair?

Whenever you contact us for a repair, we will tell you how urgent the repair is and when someone will come to fix the fault. If your repair is not an emergency, you can book an appointment for it to be fixed.

Emergencies

Emergency repairs are faults that are a risk to your health or could damage your home, such as:

- A serious leak
- Loss of heating in winter; or
- No working toilet

We aim to complete emergency repairs within 24 hours, subject to parts being available.

If the situation is dangerous, we will come to your home within 4-6 hours. Examples of repairs classified as dangerous include:

- Loss of electricity in the whole property; and
- A toilet that is back surging sewage (sewage is coming out of the toilet from the wastepipe).

Urgent repairs

These are repairs that we don't class as an emergency, but we still consider urgent. Examples include:

- A blocked sink, bath or basin; or
- Loss of electricity in one room

We aim to complete urgent repairs within four working days, subject to parts being available.

Routine repairs

These are the most common types of repairs. We aim to complete routine repairs within 30 working days. Routine repairs are for faults that do not cause a risk to your health, or extensive damage to your home. Examples of routine repairs are:

- A dripping tap in the kitchen or bathroom;
- Damaged tiles which do not cause leaks (in the kitchen or bathroom); or
- Damaged woodwork which does not cause a risk to your health and safety

7) Anti social behaviour

Reporting anti social behaviour

You can report any incidents of antisocial behaviour (ASB) by:

- calling the office

- emailing the office
- writing to us at the address already given
- filling an online report on our website

Dealing with your report

When you report an incident of ASB we will:

- set up an ASB file to handle your case
- handle your case with sensitivity and with your confidentiality in mind

Investigating

After you have contacted us, we will ask for your permission to investigate your complaint.

Keeping you informed

After we have investigated your complaint, we will:

- tell you about action we have taken to deal with the problem; or
- tell you about why we were not able to take action; and
- update you on the progress of the case at least once a month.

Types of antisocial behaviour and response times

We put all reports of antisocial behaviour into one of three categories. Some examples for each category are shown below. Please see below how quickly we will contact you.

Category 1 - You will be contacted within one working day:

- Drugs, substance misuse or drug dealing
- A hate related incident (based on a person's sex, gender, race, sexual orientation, disability, religion or age)
- A report of offensive or hate related graffiti
- Domestic violence
- Other physical violence
- Serious abuse and threats to staff

Category 2 – You will be contacted within three working days:

- Noise
- Vandalism and damage to property
- Prostitution

Category 3 – You will be contacted within five working days:

- Pets and animal nuisance
- Nuisance with vehicles
- Litter, rubbish, fly-tipping
- Disturbing use of shared areas and public space, for example street drinking

- A dispute between neighbours

Improving our service to you

We will ask you to fill in a form to tell us how satisfied you are. We will send you this within 28 days of closing your case. We do this to help us to continue to improve the service.

8) Complaints, compliments and comments

We are committed to providing high quality services to our residents. If you are not getting the level of service that we say we provide, we want you to tell us about it so we can put it right.

We aim to acknowledge 100% of complaints within three working days.

You can find details of how to complain on our website. These are by phone, email, letter or in person.

We actively seek your comments to constantly improve the services we provide.