



Customer Service Standards

Manual Version Control

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1.0	September 2016	
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	September 2021	Next Review Date

1. Introduction

Pickering and Ferens Homes is committed to achieving excellence in customer service by setting the highest quality standards of service to our customers. Our service standards set out the level, quality and commitment to customer care that all of our customers can expect to receive from us. We aim to meet our standards and review them annually so that we continuously improve the services that we provide.

This guide describes the range of services offered, the standards of service you can expect and how we will check that we are meeting these standards.

We may from time to time ask for your help when checking and monitoring our standards. For example, we may ask you to take part in short satisfaction surveys or questionnaires. We promise to keep the number of surveys to a reasonable level and ask relevant questions to help us to improve our standards.

We will listen to our customers so that we can make sure that our services are up to date and responsive to their needs. We encourage feedback and suggestions from customers so that we can continue to improve. Therefore if you feel that we are not meeting any of these standards then please let us know or if you have any feedback, comments or suggestions on our services then you can contact us via our website, telephone us on (01482) 223783 or by post to:

Silvester House,
The Maltings,
Silvester Street
Hull
HU1 3HA

2. Regulator

Please note that from January 2018 the government agency which undertakes the functions of regulation now refers to itself as the Regulator of Social Housing. The Regulator of Social Housing sets the Economic and Consumer standards and therefore where applicable the PFH standards show an indication as to the regulatory standard that applies to each area.

3. Customer Care Standards

We will aim to:

Service Standard	What We Will Do
our customer Support team will be the first point of contact for all incoming contacts. We aim to resolve queries at the first point of contact. Where we are unable to answer or assist you with your query, we will check if another person or team can help you. If the right person is not available when you call, we will send a message via our Housing Management system to the person or team and ask them to contact you.	make sure that Customer Support staff are trained on these standards
answer calls in person or with a voice message*. We will return calls within 24 hours or the next working day if we cannot answer your query at the first point of contact and the person you need to speak to is not available when you call.	*we are currently in the process of updating our telephony systems
when you visit our office, staff will greet you and aim to assist you with your query. Where we are unable to answer or assist you with your query we will check if another person can help you.	make sure that Customer Support staff are trained on these standards
introduce ourselves by name, wear name badges and provide proof of identity when entering your home	make sure that all staff and contractors carry up to date ID when carrying out visits to someone's home.
treat all information that customers provide to us confidentially. We will not disclose it to others without permission, unless we are required by law to do so	make sure that staff are aware of General Data Protection Regulations (GDPR) and have had relevant training in this area. We will report any serious breaches under the GDPR terms.

We will also:

- ❖ Provide you with a high quality and personalised service that is polite, prompt and courteous at all times
- ❖ always try to help if you tell us that you have any special requirements

How will we monitor/ measure this standard?

- ✓ ask customers if we deal with enquires quickly and effectively through feedback surveys
- ✓ report findings through our newsletter, via our website and social media as appropriate

Your Responsibilities - you can help us by:

- being polite and respectful to our staff and contractors

- being at home when you have agreed an appointment time for someone to visit you. If you are unable to keep an appointment, then please let us know in good time
- not smoking when staff and / or contractors are visiting your home. If you do smoke when staff and / or contractors are working in your home, they can refuse to work in your home.
- making sure that pets are kept under control when staff visit you in your home.

4. Equality and Diversity Standards

We will aim to:

Service Standard	What We Will Do
treat all customers fairly, with respect and according to their needs, whatever their age, nationality, ethnic origin, race, religion or belief, disability, gender or sexual orientation.	produce an inclusive Equality and Diversity policy and monitor implementation through the Equality and Diversity Group
communicate with you using a variety of methods and provide clear and easy to read information.	provide all information in a clear and concise format – that complies with plain English protocols
where a customer's first language is not English, and they are more comfortable communicating in another language we will provide an interpretation service at no cost.	collect information about residents / applicants first language to ensure we can provide interpretation services as applicable. Have access to translators and interpretation services via organisations such as 'Language Line' / 'Language is Everything'.
offer to provide information in alternative languages and formats such as large print, audiotape and Braille to suit customer needs and at no cost to the individual. We will also provide a signer where required.	collect information re customer requirements for alternative language and formats. Have access to translators and interpretation services via organisations such as 'Language Line' / 'Language is Everything' so that we can provide information in other formats should this be required. All customer information to have 'Equality and Diversity' statement' and format informing people of alternative provision.
We have a loop system at our office if you are deaf or hard of hearing.	let us know your requirements and we will endeavour to assist you.
always try to ensure that we reach as diverse a population as possible when recruiting staff and trustees	advertise as widely and proactively as possible to reach a diverse audience when staff and trustee vacancies arise
always try to ensure that our staff and trustee profile reflects our areas of operation	review profile and skills when vacancies arise

We will also:

- ❖ be polite, friendly, helpful and listen
- ❖ ensure that our staff and trustee are aware of and understand the wide range of needs of our customers and always take these into consideration when planning and delivering services.
- ❖ always try to help if you tell us that you have any special requirements
- ❖ make sure that our services meet your individual requirements by asking you details about your age, nationality, ethnic origin, race, religion or belief, disability, gender or sexual orientation.

How will we monitor/ measure this standard?

- ✓ We will report annually to our Board of Trustees on equality and diversity.
- ✓ We will register with language service provider and report annually to the Senior Management Team on how we have used the service and any outcomes.

5. Our 'Allocating Our Homes' Standards - Tenancy Standard (2015)

We will aim to:

Service Standard	What We Will Do
publish detailed information about our allocations procedure.	provide clear and concise information in our offices (leaflets) and on the website.
provide an application appointment for you to enable you to apply for accommodation with us.	explain clearly at the meeting about our properties and how and who we let our homes to
check that applicants can manage their licence by carrying out relevant enquires, such as landlord references and undertake an affordability health check. Provide information on other Social Landlords in the area.	explain clearly and provide all relevant information at the application appointments. Where applicants are considered vulnerable or require some help – we will discuss any support needs they may have, and with the applicant's consent refer to the appropriate agencies. Advise applicants of the likelihood of high demand properties becoming available for letting and talk through alternative options
process your application immediately at appointment providing we are in receipt of the requested information from you. Explain timescales should additional information be required	monitor applications which have not been made 'live' due to the documentation not being provided to us at the application appointment
acknowledge your application as soon as it has been made 'live' onto the system (usually directly after the application appointment unless we are waiting for additional information from you). Explain timescales should additional information be required.	monitor applications which have not been made 'live' due to the documentation not being provided to us at the application appointment
Aim to allocate our properties within target days. To be agreed annually	Monitor performance on a regular basis. Review the allocation policy on a 3 yearly basis or more regularly where

We will also:

- ❖ Complete an annual review of the waiting list to make sure that the list is as up to date as possible.
- ❖ We will offer an agreed percentage of allocations to the Local Authority through existing protocols

How will we monitor / measure this standard?

- Monitor number of applicants not being made 'live' and review this information annually and consider whether any changes are required

- Monitor and review the content of the general correspondence sent to applicants on an annual basis

Your Responsibilities -you can help us by:

- Keeping us informed of major changes in your circumstances
- Let us know as soon as possible if you cannot keep any agreed appointment
- Bring all required information with you to your application appointment

6. Signing up to and Living in your Home Standards – Home Standard (2015)

We will aim to:

Service Standard	What We Will Do
<p>arrange an accompanied viewing of the property being offered to the applicant before asking them to sign the Letter of Appointment (Licence).</p>	<p>staff will accompany the applicant so that any questions can be answered and information about the Licence and the applicant's rights and responsibilities can be provided.</p>
<p>carry out sign up in the property and provide detailed information on the property itself and the area that they will be moving into.</p>	<p>provide information and advice regarding use of facilities within the property i.e. how to use the boiler / thermostat and also provide information about the neighbourhood.</p>
<p>all homes will be to our 'lettable standard' before someone moves in to make sure that it is clean, safe and ready to move into.</p>	<p>provide you with a copy of our 'lettable standard' to make sure that you agree with the standard and condition of the property Standard document provided in offer pack and handbook.</p>
<p>provide a health check on your property making sure it is safe and secure.</p>	<p>carry out inspections on all void properties.</p>
<p>provide a - SAP rating for all void properties - before commencement of Licence (if not undertaken within 10 years previously).</p>	<p>carry out energy performance when required. Provide all new residents with a copy of the most up to date energy performance certificate.</p>
<p>ensure that competent and qualified contractors provide gas (where applicable) and electric checks before you move into your new home.</p>	<p>carry out appropriate checks on all voids, ensuring that only competent and qualified contractors are procured / employed to carry out these checks. Ensure that properties have the correct certification prior to someone moving into the property.</p>
<p>make sure that all necessary repairs are completed before you move into your new home, unless agreed with you that repairs can be undertaken when you have moved in</p>	<p>where possible, carry out the work necessary prior to giving you the keys to the property, unless we have agreed with you that works can be undertaken at a later date.</p>
<p>make sure that the property is decorated to a reasonable standard or where we agree that this standard has not been met, we will provide decoration vouchers.</p>	<p>provide a quality check on decoration within a void property.</p>
<p>arrange to carry out an 'Initial Thoughts' survey within 3 weeks of you moving into your new home</p>	<p>we will ask your opinion of the condition of your new home when you moved in and also your opinion of our allocation service i.e. if the viewing / sign up information and advice was useful.</p>
<p>arrange to contact you within 8 weeks of you moving in.</p>	<p>we will review how you have settled into your new home and your thoughts on living in the property / neighbourhood.</p>
<p>discuss any support needs you may have and where practical provide adaptations to your home, should you or a member of your family (who is on the Licence) require them because of a disability.</p>	<p>provide information in the resident handbook and on request.</p>

we will provide clear and relevant advice to residents who wish to transfer / move to alternative accommodation.	provide information in the resident handbook and on request.
we will provide up to date information on the availability of properties of other social landlords via internet bases services such as HomeSwapper. This service will be free to all residents (we will provide reasonable support to those residents who do not have access to the internet).	provide information in People First, in the resident handbook, on our Website, through other sources, such as social media and on request.

We will also:

- ❖ Make sure that we have a clear and robust recharge policy in place
- ❖ Explain any minor repairs required and how to report future repairs
- ❖ Provide you with a 'Welcome Pack' and the name of your Area Co-ordinator

How will we monitor/ measure this standard?

- Ask residents if the viewing /sign up information and advice was useful and assess whether the resident was satisfied with the re-let standard by carrying out an 'Initial Thoughts' survey
- Contact residents within 8 weeks of moving into their new home and assess and review how the resident finds living in their home
- Provide feedback and information to customers in our newsletter, on our website and other social media as appropriate

Your Responsibilities - you can help us by:

- Reading your Resident Handbook and making yourself aware of your responsibilities and abiding by your Good Neighbour Guide/ Respect Agreement
- Provide information on the 'Initial Thoughts' survey call
- Signing the Transfer Assurance should you wish to move with PFH
- Providing 4 weeks' notice when you decide to leave your property
- Ensure that the property is clean and free from rubbish or any of your belongings before you return the keys to us at the agreed time
- Agree to be recharged the cost of disposing of any belongings/property no longer required or that you have been unable to remove prior to returning the keys
- Letting us know as soon as possible if you cannot keep any agreed appointments

7. Income Management Standards - Tenancy Standard (2015)

We will aim to:

Service Standard	What We Will Do
provide information on paying your Weekly Maintenance Contribution (WMC) via Direct Debit as this is the most cost-effective method of paying your rent to PFH	provide information in the Resident Handbook and various advice leaflets
provide advice and assistance about completing Housing Benefit forms	help complete the forms where appropriate and direct you to money advice agencies as appropriate
ensure that payments made by you or on your behalf are posted to the right account – thereby ensuring that account balances are correct	monitor the accounts to make sure that information is correctly input
Provide you with a statement showing up to date payments and balances - every 12 weeks.	monitor that these are being sent at correct intervals and contain up to date information. We will provide you with access to a self-service portal to view your WMC information online
provide you with an annual WMC and service charge notification which tells you the total charge payable and giving you 4 weeks' notice of any increase.	confirmation sent late February / early March annually
with prior notice, amend your direct debit each year for you (or when we are notified of any changes) so that you don't have to worry about arrears accruing on your account.	make amendments internally prior to each year end and when we are made aware of any other changes
notify you as early as possible when your account falls into arrears and take the necessary action to recover the debt so that your arrears do not accrue, and we do not have more than our target actual arrears.	we will support you if you are having problems paying and agree together an affordable repayment plan as per our arrears policy.
we will take legal action if you continue to not pay your WMC /service charge	we will keep you fully informed of any action being taken.
aim to ensure that loss of WMC / service charge due to dwellings being left vacant is less than our approved performance target for the year.	monitor voids and WMC payment loss and take appropriate action on void properties – including marketing and promotion.

We will also:

- ❖ Provide debt advice or signpost you to other appropriate outside organisations should you require further advice or support

How will we monitor/ measure this standard?

- Through surveys/questionnaires such as our 'Initial Thoughts' survey, ask if you are satisfied with the information on how to pay your WMC / service charge

- Ask if you find the WMC notifications and statements easy to understand and if they are useful
- provide feedback and information to customers in our newsletter, on our website and other social media as appropriate

Your Responsibilities -you can help us by

- Making the correct payments of WMC/ service charge for your home and on time
- Paying your WMC (where applicable) by direct debit
- Where possible, use our self -service portal for routine enquires of information such as checking your rent account
- Contacting us should you have a change in circumstances that affects your ability or means to pay
- Let us know immediately should you have any difficulties paying.

8. Our Planned Maintenance Service Standards - Home Standard (2015)

We will aim to:

Service Standard	What We Will Do
consult with you on any major work which will affect your home. We will give you at least 3 weeks' notice before starting on any work.	ensure that you receive written confirmation of any works programme
we will provide details of the appointed contractor and the key contact officer both within the Property Services section and the contractors staff responsible for this work	we will provide this information as part of the consultation process.
show identification when any staff / contractors visit your home	ensure that all staff / contractors working for PFH are aware of this practice and always carry this out
provide full details of the work to be carried out and the timescales involved for completion (should there be any delays /changes to the works needed or other problems we will keep you fully informed)	we will work with the contractor and provide information and advice to all residents concerned
give you choices of components and finishes where appropriate e.g. the installation of new kitchen, doors, work top and tiles.	we will consult with you individually on these choices
where more than one area of your home is to be affected, we will liaise with you on the planning of the work and your preferences will be taken into consideration	we will monitor satisfaction levels in this area by carrying out a satisfaction survey following the completion of the work
we will make sure that the contractor(s) keep appointments made and that they are polite, helpful and keep disturbance to you to a minimum.	we will monitor satisfaction levels in this area by carrying out a satisfaction survey following completion of the work
where necessary we will help with the packing / unpacking of your belongings and the moving of large items of furniture (if the works involved require this)	liaise with each affected household individually to ascertain individual requirements
we will consult with residents about future improvement for the investment programme.	liaise with residents via such things as surveys/questionnaires and ad hoc meetings to understand their requirement and where possible to help shape the planned programme for the coming years

We will also:

- ❖ Ensure that all plant and equipment we provide such as lifts, fire equipment, emergency lighting and emergency lifeline will be maintained and serviced regularly
- ❖ Test communal water supplies for legionella on a regular basis to meet current legislation
- ❖ Require our contractors to treat all residents and their homes with courtesy and respect

- ❖ Ensure that all our homes meet the decent homes standard as set by the Government and are safe places to live

How will we monitor/ measure this standard?

- We will carry out satisfaction surveys following the completion of work to ensure that customers are happy with the work and the way in which the contractor undertook the work
- Investigate further cases where you have told us that the service was not up to the required standard
- Provide feedback to customers in our newsletter, on our website and other social media as appropriate

Your Responsibilities

You can help us by:

- Being polite and respectful to our staff and contractors
- Being at home when you have agreed a time and date for work to be carried out. Letting us know if you are unable to keep an appointment as soon as possible
- Not smoking when staff and / or contractors are visiting your home. If you do smoke when staff and / or contractors are working in your home, they can refuse to work in your home
- Packing away any valuable or breakable items from the areas where work will be undertaken
- Making sure that pets are kept in control and away from any work being carried out.

9. Our 'Day to Day Repairs' Service Standards - Home Standard (2015)

We will aim to:

Service Standard	What We Will Do
advise you whether the repair is the responsibility of PFH and covered in your Licence and whether we will undertake the repair for you	clearly explain responsibility when you call to report the repair
advise you whether the work will be ordered straight away or whether an inspection will need to be undertaken first, so that we can get more details about what needs to be done.	clearly explain and advise you on the process including the target timescales for the work to be undertaken when you call to report the repair
aim to complete your repair on the first visit. If any follow up work is required, we will agree a date and time with you	monitor the number of repairs we complete in the first visit
we will make sure that the contractor(s) keep appointments made and that they are polite, helpful and keep disturbance to you to a minimum.	we will monitor satisfaction levels in this area
provide an out of hours emergency response service 365 days per year	ensure that we continue to provide an effective out of hours repairs service through various partners/contractors
show identification when any staff / contractors visit your home	ensure that all staff / contractors working for Pickering and Ferens Homes are aware of this practice and always carry ID

When you request a repair, we will carry it out within the following timescales, unless the initial arrangement is changed by you

Emergencies	complete or make safe within 24 hours
Urgent – complete within 7 days	complete within 7 days
Routine – complete within 28 days	complete within 28 days

We will also

- ❖ Confirm that the request for the work has been recorded and when it should be completed by
- ❖ Keep you informed at all times if the repair cannot be completed within the target number of days due to parts not being available.
- ❖ Require our contractors to treat all residents and their homes with courtesy and respect
- ❖ Ask you how satisfied are you with how your repair was dealt with

How will we monitor/ measure this standard?

- Aim to complete repairs at first visit
- Inspect a percentage of repairs completed through a - post inspection
- Complete repairs within the published timescales
- Target of appointments kept
- We will carry out a sample of 'Repair Satisfaction' surveys each month

Your Responsibilities -you can help us by:

- Being polite and respectful to our staff and contractors
- Being at home when you have agreed a time and date for a repair to be carried out. Letting us know if you are unable to keep an appointment as soon as possible
- Not smoking when staff and / or contractors are visiting your home. If you do smoke when staff and / or contractors are visiting your home they can refuse to work in your home
- Packing away any valuable or breakable items from the areas where work will be undertaken
- Making sure that pets) are kept in control and away from any work being carried out

10. Our Gas Servicing Service Standards - Home Standard (2015)

We will aim to:

Service Standard	What We Will Do
ensure that all our homes with gas heating have an annual gas safety check on your gas appliances i.e. gas fires and central heating boilers	monitor all properties that require gas checks to be undertaken
advise residents in writing and at least 8 weeks before the certificate is due to expire that their gas safety check is due	plan ahead making sure that residents are aware of the up-coming gas check
provide you with a copy of the gas safety certificate within 21 working days of the check being completed	ensure that residents receive a copy of the gas certificate within the timescales agreed.
replace your appliance should it not be economical to repair when inspected	provide a new appliance as applicable
carry out an independent gas servicing audit on a proportion of properties	employ an independent gas servicing auditor to carry out checks on the quality of gas servicing by our gas servicing contractor.

We will also:

- ❖ Require our contractors to treat all residents and their homes with courtesy and respect

How will we monitor/ measure this standard?

- We will carry out satisfaction surveys to ensure that customers are happy with the work and the way in which the contractor undertook the work
- Always achieve a minimum of 100% gas safety checks on time

Your Responsibilities - you can help us by

- being polite and respectful to our staff and contractors
- being at home when you have agreed a time and date for a repair to be carried out. Letting us know if you are unable to keep an appointment as soon as possible
- not smoking when staff and / or contractors are visiting your home. If you do smoke when staff and / or contractors are working in your home they can refuse to work in your home
- Packing away any valuable or breakable items from the areas where work will be undertaken
- making sure that pets are kept in control and away from any work being carried out

11. Neighbourhood and Community Standards - Neighbourhood and Community Standard (2015)

We will aim to:

Service Standard	What We Will Do
ask all residents to sign a Good Neighbour / respect guide	provide and explain guide at sign up
carry out an 'initial thoughts' survey	we will ask your opinion of the condition of your new home / neighbourhood when you have moved in and also your opinion of our allocation service
arrange to contact you within 8 weeks of you moving in	we will review how you have settled into your new home and your thoughts on living in the property / neighbourhood
provide information on activities and events that help keep residents well and ageing better	work with residents, volunteers and other organisations to undertake the activities, making sure they are self-sustaining.
within our Retirement Living Plus schemes we will carry out a 'Climate Survey' at least every 2 years	we will ask your views on the services provided within the scheme and whether you are satisfied with the current provision
hold 'Time to Talk' meetings on an annual basis involving staff, residents and contractors (where necessary)	provide information to all residents who participate, and follow up actions
we will hold a 'focus group' when required	arrange annual meetings to consider ideas and suggestions on how improvements or changes can be made on areas of concern or improving your neighbourhood / community, property and so on
carry out estate inspections on an ad-hoc basis or when issues are identified by residents.	Involve Community Navigator and provide feedback to all residents within the area
maintain all communal areas in line with our Grounds Maintenance contract	report at Grounds Maintenance meetings / Residents Committee/ 'Time to Talk meetings that residents have access to Contractor Portal so that they can rate the service provided.
provide information to all residents on what they can expect from the Grounds Maintenance service	via the resident handbook / leaflets/ website/meetings as appropriate
remove offensive (such as racist, threatening, and abusive) graffiti within 1 working day of it being reported and other graffiti within 5 working days	we will make sure that all relevant staff are aware and that they respond accordingly
remove any fly tipping or dumped bulk items that is on our schemes within 7 working days of it being reported. Hazardous waste or rubbish that is blocking the way will be removed sooner	we will make sure that all relevant staff are aware and that they respond accordingly
visit – investigate any reports of abandoned, sublet or illegally occupied properties within 7 working days of being notified	we will make sure that all staff are aware and that they respond accordingly

We will also:

- ❖ Provide you with a named and dedicated Area Co-ordinator for you and your neighbourhood
- ❖ Work with other agencies to start action to remove any abandoned vehicles within 7 working days of notification
- ❖ Inspect schemes where estate services are provided at least annually
- ❖ Keep communal staircases, landings, chutes and bin rooms clean so that they are free from dirt, dust and grime and free from obstacles that could be a health and safety hazard. Cleaning visits will be Monday to Friday in our Retirement Living Plus schemes and as per the contract on other sites
- ❖ Gardening visits will be sufficient to ensure that all gardens or planted areas are kept in a maintained condition

How will we monitor/ measure this standard?

- Ask customers if they are satisfied with the appearance of their neighbourhood and with how it is being maintained – we will do this via the ‘Initial Thoughts’ survey and through the Time to Talk meetings and other meetings as appropriate
- Ask customers if they are satisfied with the quality and frequency of the services provided within their Retirement Living Plus schemes via the ‘climate surveys’ and information from Community Navigators
- Provide feedback to customers in our newsletter, on our website and other social media as appropriate

Your Responsibilities You can help us by:

- Placing litter in the bin provided
- By contacting the council to arrange for the disposal of large household items and not leaving in a communal area
- Making sure that you do not store any items that can cause a health and safety hazard within communal areas
- By promptly reporting any graffiti or problems with rubbish to PFH
- By advising us of any abandoned, sub-let or illegally occupied properties immediately

12. Our Anti-Social Behaviour Standards -Neighbourhood and Community Standard (2015)

We will aim to:

Service Standard	What We Will Do
acknowledge serious incidents of violence or hate crime within 1 working day of it being reported and follow up within 5 working days (not necessarily resolved)	ensure that all staff are trained effectively and are aware and respond accordingly. We will work with Police and other agencies as appropriate to respond to ASB incidents
acknowledge other cases of ASB, harassment or low-level nuisance within 3 working days of it being reported and follow up within 10 working days (not necessarily resolved)	ensure that all staff are trained effectively and are aware and respond accordingly. We will work with Police and other agencies as appropriate to respond to ASB incidents
agree a course of action with residents reporting anti-social behaviour or harassment	ensure that all staff are trained effectively and are aware and respond accordingly We will work with Police and other agencies as appropriate to respond to ASB incidents
offer advice and support to residents completing diary sheets and keep in contact with them at agreed intervals	staff should provide quality contact via phone or face to face feedback to residents letting them know what is happening
contact residents involved in anti-social behaviour cases on a regular basis and at appropriate intervals to update them on the agreed course of action	staff should provide quality contact via phone or face to face feedback to residents letting them know what is happening

We will also:

- ❖ have a robust Anti-Social Behaviour policy / procedure in place which will include:
 - Offering all residents reporting ASB additional support or signpost them to other appropriate outside support services
 - Providing a named contact who will be responsible for working to resolve the problem
 - Offering mediation to try to resolve disputes where appropriate
 - Talking to you before closing your case and follow this up in writing
 - Making sure that staff have up to date and appropriate training on ASB and hate crime
- ❖ Work with residents to create safer communities
- ❖ Work in partnership with the Local Authority, Police and other appropriate organisations

How will we monitor/ measure this standard?

We will ask for your feedback on how your ASB was handled we will

- Ask if you feel the ASB procedures were easy to access, understand and follow
- Ask if you feel your ASB was dealt with in a timely and professional manner

- Ask if you were treated with dignity and respect by staff dealing with the ASB
- Ask if you think your ASB complaint was resolved successfully
- Ask how satisfied you are with the outcome of your ASB complaint

Your Responsibilities - you can help us by:

- Being a good Neighbour
- Trying to resolve the problem yourself without involving PFH where it is safe to do so
- Respect other resident's rights to their chosen lifestyle and everyday reasonable levels of disturbance. Examples of this may be mowing the lawn, using the washing machine, visiting grandchildren
- Completing diary sheets when you have agreed to do so
- Report all incidents of bad behaviour including ASB, harassment, domestic abuse to PFH as soon as possible
- Immediately reporting crime, threats, racial abuse, acts of violence vandalism to the Police.

13. Our Complaints Service Standards -Tenant Involvement and Empowerment Standard (2017)

We will aim to:

Service Standard	What We Will Do
acknowledge receipt of your complaint within 2 working days and log it onto the internal Management system	ensure that staff are trained effectively and respond accordingly in the complaints process
we will always try to resolve complaints at 'Stage 1' - this is informal resolution. We will do this either through our 'there and then' course of action or within 5 working days from the date of acknowledgment.	if we can we will resolve the complaint 'there and then' and apologise for the reason for the complaint. We will also ensure that staff are trained effectively and respond accordingly in the complaints process
if we do not resolve the complaint at the first stage, we will review the complaint again within 10 working days from receipt of the complainant's dissatisfaction	ensure that staff are trained effectively and respond accordingly in the complaints process
any complaint that cannot be dealt with in the timescales given due to such things as unavailability of witness and /or the resident or where further information is required, then following a discussion with the complainant it can be extended by an agreed number of days.	ensure that all staff are trained effectively and respond accordingly in the complaints process. Clearly agree the additional timescales and confirm this in writing
take your complaint to a Complaints Panel if we have been unable to reach a resolution which is satisfactory to you. 20 working days from the customer indicating their dissatisfaction with the response to the complaint	the Panel will consist of Trustees and a PFH staff member who has not been involved in any aspect of the complaint previously
apologise when things have gone wrong and learn from all complaints.	we will use them to improve services

We will also

- ❖ Provide clear information in the Resident Handbook and through the policy, posters and leaflets about how to make a complaint
- ❖ Accept complaints in ways that suit you best such as in person, in writing, by phone or email and work with customers and/or their advocates to solve the complaint
- ❖ Apologise when things have gone wrong and do all that we can to put things right
- ❖ Check that we responded to your complaint within timescales
- ❖ Award compensation if appropriate – as per the complaint policy

How will we monitor/ measure this standard?

- Ask if you feel the complaints procedure was easy to access, understand and follow
- Ask if you feel your complaint was dealt with in a timely, professional and unbiased manner
- Ask if you were treated with dignity and respect and was your confidentiality maintained
- Ask if you would use the complaints procedure again if necessary
- Provide feedback to customers on any improvement we have made as a result of complaints via information in our newsletter, on our website and other social media as appropriate

Your Responsibilities - you can help us by:

- Trying to resolve the problem yourself without involving PFH where it is safe to do so
- Respect other resident's rights to their chosen lifestyle and everyday reasonable levels of disturbance. Examples of this may be mowing the lawn, using the washing machine, having visiting grandchildren

14. Resident involvement Standards - Tenant Involvement and Empowerment Standard (2017)

We will aim to:

Service Standard	What We Will Do
provide and promote opportunities for you to get involved in helping to develop and improve our services	providing clear information on how to get involved.
help you to find out how you can get involved in your local area or to develop new ways of being involved	providing clear information on how to get involved
monitor and report the difference resident involvement has made	consider value for money and social value of initiatives
provide training and support to help you develop the necessary skills, knowledge and confidence to be involved at a level that suits you	provide appropriate in-house training and via external providers as appropriate e such as TPAS
support you with travel and other expenses when taking part in involvement opportunities	pay expenses as per policy

We will also

- ❖ Have a Resident Involvement Strategy that covers both formal and informal involvement opportunities and is reviewed every 3 years
- ❖ Provide support and assistance to the Resident Led Scrutiny Panel
- ❖ Publish a twice-yearly newsletter for residents
- ❖ Provide information to residents through a variety of ways, including letter, phone call, , e-mail, PFH website, PFH Facebook and twitter pages, flyers and at meetings.
- ❖ Publish our annual report including information on how residents have been involved

How will we monitor/ measure this standard?

- Ask how satisfied you are with the opportunities to get involved
- Monitor and report resident participation involvement opportunities and training
- Report on outcomes of resident involvement through our newsletter, on our website and other social media as appropriate

15. Our Rent Setting Service Standards - Rent Standard (2015)

We will aim to:

Service Standard	What We Will Do
we will not charge WMC higher than those recommended by the government	ensure that we follow regulatory guidelines on WMC increases for Registered Provider's and Almshouses
we will send WMC /service charge increase notifications that give at least one month's notice of any increase in charges	ensure that we comply with our obligations in the Letter of Appointment (License). All WMCincrease notifications will be sent on time

We will also

- ❖ Have a Service Charge policy that aims to ensure that residents are fairly and consistently charged for our services. The service charges will be reasonably charged to residents reflecting current legislation, the licence and best practice.

16. Our Value for Money Service Standard - Value for Money Standard (2018)

We will aim to:

Service Standard	What We Will Do
set targets each year in our Corporate Plan to monitor performance	ensure that we review our operational and strategic key performance indicators on an annual basis. We will also report key information through the annual report to Residents and our VFM self-assessment report
have a rigorous tender process so that all major works and reactive maintenance works are tendered to make sure we can access services at a preferential rate	ensure that all tender processes are agreed and monitored
regularly test the market to make sure that we are getting value for money in all areas of the business.	ensure that our procurement policies and practices are up-to-date and reviewed regularly; ensure that we submit timely information to Housemark to enable effective benchmarking processes to take place. Maintain and report on key VFM data through the annual report to Residents and our VFM self-assessment report

We will also

- ❖ Have a Value for Money Strategy the key objectives of which are:
 - To define VFM for the association
 - To describe how and demonstrate that the association is doing the right things in the right way
 - To highlight the importance of the association’s strategic framework and performance management framework to determine our focus
 - To describe how the association will self-regulate and have effective resident scrutiny
 - To provide a SMART plan of action to ensure that the association implements, meets and continues to meet its strategic objectives.

- ❖ Have a Value For Money Action Plan that has overall aims, actions, milestones and outcomes