



SERVICE STANDARDS

2023

CONTACTING US AND CUSTOMER CARE

We will deal with your query at first contact wherever possible. This means – we will strive to achieve a resolved at first contact rate of 75%. Where the query can't be resolved at first contact, you will be given a clear timescale.

We will be contactable and respond to your query/ message promptly.



We will aim to answer **90%** of all calls



We will aim for an average speed of answer less than **2 mins**



We will aim to answer more than **75%** of calls in less than **2 mins**



We will respond to **95%** of digital queries in **5 working days**



- ✓ We will treat you with respect. This means we will greet you well. Provide you with our name, so you know who you are talking to. Be courteous, polite, empathetic, and listen well.
- ✓ We will do our best to keep you informed of our progress or any delays and provide accurate, timely and relevant feedback.
- ✓ We will ensure that any response we send is clear, easy to understand and is in a format that meets your needs and is free from jargon. This means, we will regularly check your communications preferences, store, and use these wherever possible.
- ✓ We will respect your confidentiality at all times. We will ensure General Data Protection Regulation obligations are kept to, with staff taking appropriate steps to protect customers, and their details.



Where you request a home visit (not repair related), we will agree an appointment that is within 10 working days. This means we will contact you as soon as possible and work with you to agree a suitable time, that should be within **10 working days** of your request.



Where we need to visit you at home, we will do our best to make this convenient. This means we will contact you to agree an appointment at a suitable time. We will only determine a time without your agreement, if we've made reasonable attempts to contact you, or when we have been unable to meet reasonable requests from you.



If a visit cannot be honoured, we will inform you as soon as possible. This means that if we're running late, we'll let you know ASAP. If we can't attend, we will let you know with at least **24 hours** notice where possible and ensure that within **2 working days**, that we offer you an alternative time



On any home visit, we (including our contractors) will be courteous, respectful, and safe. This means that:

- Staff will carry and show appropriate ID
- Staff will be polite and courteous
- Wherever possible, staff will honour your wishes about behaviour in your home (such as mask-wearing, overshoes etc)

If you're not around when we call, we'll leave a card telling you who to contact.

APPLICATIONS AND NEW LETTINGS

- ✓ We will assess on-line applications within **10 working days**.
- ✓ We will give you the chance to view any property you're offered and give you appropriate information to help you decide if it's the right home for you.
- ✓ We will provide you with a copy of your Letter of Appointment – ensuring that you understand your rights and responsibilities as a PFH resident.
- ✓ We will undertake home assessments with internal transfer applicants to gain a full understanding of their circumstances, and provide them with all necessary information to ensure residents are aware of what happens next, and expectations are managed.
- ✓ We will undertake Internal Transfer application visits within **5 working days** of receipt of the request.



PAYING YOUR WEEKLY MAINTENANCE CONTRIBUTION (WMC)



We will send WMC (rent) statements to all residents on a quarterly basis and provide individual statements where requested, in their preferred format and language.



We will use an on-line calculator to assess eligibility for other benefits if required.



We will provide advice and support with Housing Benefit claims and provide guidance on how to apply for Universal Credit.



We will undertake an Affordability Assessment before you move into a PFH property, and during occupancy if required.

ARREARS

- ✓ We will discuss your situation with you and seek to agree an affordable payment plan that you must keep to.
- ✓ We will contact residents who fall into debt after two weeks of unpaid WMC (rent) to provide support and agree a repayment plan.
- ✓ We will assess your ability to manage the WMC (rent) payments before you accept a PFH property. We will provide you with information on benefits and general advice, and signpost you to specialist organisation's if required.

PLANNED WORKS

- ✓ We will share the 5 year planned programme and the annual programme at the start of the year & share any changes & include information on the PFH website.
- ✓ We will strive to notify you at least 1 month prior to works beginning on your home.
- ✓ We will make sure that your new home is warm, safe, energy efficient and well maintained – by carrying out a voids inspection and meeting our voids standard. We will also provide new residents with an Energy Performance Certificate.
- ✓ We will consult with you on future improvements, we will do this through various methods of engagement, such as surveys, meetings, and events. We will strive to issue feedback survey within 4 weeks of completed planned works.

REPAIRS

- ✓ We will aim to attend and complete (or make safe) an Emergency repair within **24 hours**.
- ✓ We will carry out your non-emergency repairs as quickly as possible, and complete within **7 days** for urgent repairs.
- ✓ We will carry out your non-emergency repairs as quickly as possible, and complete within **28 days** for routine repairs.
- ✓ We will aim to carry out your repair on the first visit.
- ✓ Where we are not able to resolve on the first visit, we will discuss with you how your repair will be completed taking your needs into consideration. We will keep you updated at every stage

For general repairs, a PFH contractor will aim to contact you within **5 working days** of you reporting the issue, to arrange a mutually convenient appointment

Our contractor will aim to contact you on the day of the repair to confirm their attendance



HEALTH AND SAFETY

- ✓ We will carry out annual gas safety checks to all properties with a gas supply and provide you with a copy of the certificate when the check is completed.
- ✓ We will carry out electrical tests in every home and in internal communal areas every **5 years**.
- ✓ We will provide information on health and safety on our website and in our magazine.
- ✓ We will provide health and safety reports for communal areas and individual dwellings upon request.



ESTATES AND GROUNDS



We will aim to keep your neighbourhood clean, safe, and secure and provide schedules where possible.



We will ensure that your communal gardens are well maintained and appealing throughout the year and provide schedules where possible

ANTI-SOCIAL BEHAVIOUR (ASB)

- ✓ We will work with our communities, the police, the local authority Anti-Social Behaviour Team, the Environmental Health Department and other organisations as appropriate, to prevent and tackle ASB.
- ✓ Where we have low level (more serious than minor housing management issues), we will acknowledge your ASB complaint within **3 working days**, verbally or in writing, and provide a full written response within **10 working days**.
- ✓ Where we have a report of high level ASB, hate crime or domestic abuse, we will acknowledge it within **1 working day**, verbally or in writing, and provide a full written response within **5 working days**.
- ✓ We will ensure that those affected by ASB receive appropriate support and guidance and we will assess satisfaction on how ASB cases were handled and learn from the feedback.

TENANCY MANAGEMENT

- ✓ Should your circumstances or household change, we will make necessary changes to your Licence within **5 working days** of receipt of the information.
- ✓ We will assess and refer Safeguarding cases immediately and always within **1 working days** of receipt of concern.



CUSTOMER ENGAGEMENT



We will obtain resident feedback on all service provision to provide valuable insight and shape future services.



We will offer a defined menu of options for resident engagement with opportunities that consider residents needs and abilities, giving residents a platform to feedback for PFH to listen to resident views and act upon them. This will provide valuable insight, the opportunity to shape services and influence decision making at the earliest opportunity.



We will create opportunities to hear residents views on their neighbourhood, using the feedback to improve our plans and services, provide local involvement opportunities for residents and to have access to a Neighbourhood Improvement Fund encouraging resident suggestions on local projects.

COMPLAINTS

- ✓ We will treat complaints seriously and aim to put things right as soon as possible if things go wrong. We will investigate your complaint and respond within **10 working days**.

TELECARE

- ✓ Aim to install / replace pendants within **1 working day** but no longer than **5 working days** of initial contact, when unable to resolve, we commit to work with other agencies to provide support.

AIDS & ADAPTATIONS

- ✓ Coming in 2023



SCHEME SERVICES (RETIREMENT LIVING PLUS - RLP)

- ✓ Contact you within **2 working days** of moving into Scheme (RLP) property, PFH want to ensure you are settling in and available to discuss any concerns, provide advice and welcome you to the community, as well as share opportunities for you to get involved.
- ✓ Reassurance checks to be completed annually within the Scheme (RLP) schemes which will include all essential paperwork, such as the Resident Information Sheet, support plans where applicable and Personal Emergency Evacuation Plan (PEEP). If necessary, we will refer you to appropriate agencies that can provide assistance tailored to your needs.
- ✓ We commit to complete weekly fire tests.
- ✓ We commit to complete regular housekeeping checks, including legionella, and site checks.
- ✓ Report any faults on the alarm system or assistive technology equipment in the building on the same day we become aware of them.
- ✓ Portable Appliance Test (PAT) testing any electrical items in communal areas annually.
- ✓ Optional daily contact via Communicall system Monday – Friday, ensuring physical contact **3 times per week** as agreed by you.
- ✓ Testing all pull cords and pendants every six months.
- ✓ Provide video entry to all providing reassurance.
- ✓ Ensure that weekly, monthly activities are always displayed on the noticeboards/TV Hubs/and via leaflet distribution within the scheme (RLP) keeping residents up to date.
- ✓ Scheme (RLP) Provide Quarterly Resident meetings enabling you to share your views, suggestions and provide opportunities to meet other members of the organisation.
- ✓ We will promote, encourage, and help you organise events and activities.

