

Our standards of service

what you can expect from us



www.thenuehousing.co.uk



This leaflet sets out the standards of service you can expect to receive from us

<p>Who are our service users?</p>	<p>Our service users include: tenants, owner occupiers in a factored property, sharing owners, housing applicants and any other individual or groups of individuals who seek or receive a service from us.</p>
<p>What are Service Standards?</p>	<p>Service Standards detail the standards that Tenure tenants and service users can expect. We recognise the way we provide our services can be as important as the service itself.</p>
<p>How will we monitor our performance against our Service Standards?</p>	<p>We will review these standards on a three-yearly basis with our service users.</p> <p>Where necessary we will ask an independent agency to assess our performance. Where we have not met our standards of service we will apologise, explain why and aim to ensure that it doesn't happen in future.</p> <p>If you feel that we have not met a service standard in any way please use our complaints procedure. Our separate leaflet entitled 'Making a Complaint' explains in detail how your complaint will be dealt with.</p> <p>This will help us to continually improve our service delivery to you.</p>

Complaints:

How to make a complaint:

We have 3 stages of complaints:

Stage 1: Frontline Complaint

Complaints that can be resolved quickly and close to where the service is provided.

Stage 2: Investigation Complaint

Those complaints that have not been resolved at stage 1 or are complex and require more detailed investigation.

Stage 3:

If you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) or if you are an owner the First-tier Tribunal for Scotland (Housing and Property Chamber) to look at it.

When you complain we will:

- Make an information leaflet on our complaints policy readily available from our office and on our website.
- Investigate fully all complaints made by service users about our services and use our findings to improve our services to you.
- Deal with complaints promptly, courteously, systematically, fairly and in confidence.
- Respond to Stage 1 complaints within 5 working days
- Respond to Stage 2 complaints within 20 working days
- Ask you how you would like the complaint to be resolved

Our key Service Standards

When you make any enquiry to us, we will:

- Respond to you within the timescales set out in this leaflet and keep you regularly informed of our progress in pursuing the matter.
- Ensure that all correspondence and personal information is treated in confidence and discussed with our colleagues only when necessary and appropriate to do so.
- Be prompt, polite, friendly, helpful and willing to listen.
- Treat everyone who uses our service fairly and equally.
- Respond effectively and sensitively to your needs.
- Always make ourselves known to the person/organisation we are dealing with and will wear name badges.
- Provide our email address and direct dial phone number in correspondence to you.
- Help you fill out any form that we ask you to complete.
- Arrange a home visit to you at a mutually convenient time where it is difficult for you to visit our office.

Our Targets for Responding to Different Communication Methods

<p>When you visit a Thenue office we will:</p>	<ul style="list-style-type: none">• Acknowledge you when you arrive and attend to you as soon as we are able.• Ensure that if you have made an appointment with a member of staff you will be seen on time.• Ensure that if you have not made an appointment and the member of staff you wish to speak to is available, you will not be kept waiting for more than 10 minutes.• Talk to you in a private interview room when available
<p>When you send a letter to us, we will:</p>	<ul style="list-style-type: none">• Respond within 5 working days. If for any reason a reply is likely to take longer (for example to obtain further information) you will receive an initial acknowledgement reply within five working days.
<p>When you email us, we will:</p>	<ul style="list-style-type: none">• Acknowledge your email within 1 working day and if an immediate response is not possible we will respond within 3 working days.
<p>When you contact us through our Customer Self Service App or Web Portal, we will:</p>	<ul style="list-style-type: none">• Normally respond within 1 working day unless specified otherwise when the request is made on the App/Web Portal.• Provide support to help you use the App/Web Portal if required

Our Targets for Responding to Different Communication Methods

When you telephone us, we will:

- Answer all telephone calls within 6 rings.
- Answer with the greeting “Good morning/afternoon, Thenuue Housing, <name of staff member>speaking, you are through to <department>, how can I help you?”
- Deal with all enquiries immediately, but where this is not possible we will call back within one working day or at an agreed time.
- Ensure that when offices are closed, an answerphone or message service will be in operation.
- Respond to any messages left on our voice mail within one working day (if we have not redirected our calls).
- Ensure that if the person you wish to speak to is not available and you would rather not wait for them, you are passed to another staff member who will make a note of your enquiry even if they cannot answer in full.

When you make an enquiry on our website, we will:

- Acknowledge your web enquiry within 1 working day and if an immediate response is not possible we will respond within 3 working days

Service Standards for Specific Service Areas

Housing Applications & Allocation of Property

When you apply for a house or request a transfer we will:

- Assist you with the completion of your application form.
- Process your completed application within 15 working days.
- Ensure that all information provided to us by you will remain confidential and record only information required for the proper assessment of your application.
- Allocate available property fairly according to our Allocation Policy (a copy of which is available on request).

Your Rent

For rent Payments, we will:

- Offer a variety of easy methods of rent payment.
- Provide advice and assistance in completing Housing Benefit & Universal Credit online application.
- Process payments by rent payment card to the rent account within two working days.

When you are having difficulty paying your rent, we will:

- Make sensible and realistic arrangements for repayment of your arrears based on your circumstances.
- Confirm in writing any arrangement you have made to repay your arrears.
- Refer you to our Financial Inclusion team to ensure that all tenants receive appropriate advice on welfare benefits and debt advice.

Our Payments and Accounts Services	
Rents & Factoring Payments we will:	<ul style="list-style-type: none"> • Process all rent & factoring payments within two working days of receipt of payment into our bank account.
Factoring Service	
If you are an owner (or sharing owner) and receive our factoring service we will:	<ul style="list-style-type: none"> • Issue you with an account giving details of charges 4 times during the year. • Offer you a variety of easy payment options including regular monthly payments. • Provide a customer with a 'Written Statement of Service' within 4 weeks of us being made aware of a change of ownership in a property we manage. • Post inspect all common repairs.
Alterations & Improvements	
If you are a tenant and want to alter or improve your home, we will:	<ul style="list-style-type: none"> • Not unreasonably withhold permission for requests to alter or improve a property. • Compensate you for certain improvements at the end of the tenancy (as long as we agreed to them being done).
Estate Management	
We will:	<ul style="list-style-type: none"> • Inspect all gardens monthly during the growing season. • Inspect closes and common areas on a monthly basis.

Neighbour Disputes & Anti-Social Behaviour Complaints

When you make a complaint about anti-social behaviour we will:

- Not ask for complaints to be made in writing before investigating.
- Where necessary help you to complete our neighbour/anti-social behaviour complaints form.
- Visit you (or contact you by phone) within 24 hours if an incident is very serious or serious (Category 1 and 2 cases) such as drug dealing from the property or excessive persistent noise disturbance.
- Visit you (or contact you by phone) within five working days if the incident is of a relatively minor nature (Category 3 cases) such as stair cleaning complaints.
- Make regular contact with you during ongoing complaints.
- Make clear to all tenants that any form of harassment of a neighbour will be viewed as a serious breach of the Tenancy Agreement.
- Make an information leaflet on our anti-social behaviour policy readily available from our office and on our website.

Our New Build Services

We will:

- If you live in an area where there are new development proposals, hold at least one consultation event on our proposals at an appropriate stage in the planning process.
- Carry out satisfaction surveys on all our new build properties within a year of the handover of your property and use this to inform future design.

Our Planned Maintenance Services

When carrying out the renewal of major items in your home we will:

- Ensure that programmes of work are detailed in our newsletters.
- Where applicable carry out tenant consultation regarding planned maintenance.
- Advise you at least two weeks before work commences, that a contractor has been appointed to carry out works in your home.
- Visit you with the contractor to discuss the works and any specific requirements prior to works commencing
- Give you at least seven days notice of works commencing.
- Post-inspect all works.
- Issue a tenant satisfaction survey within three months of completion of the works.

When carrying out servicing and cyclical works we will:

- Ensure you are notified of planned visits at least seven working days before unless the visit is urgent in nature.
- Where applicable, inspect works on completion

Repairs Service	
<p>When you report a repair we will:</p>	<ul style="list-style-type: none"> • Respond to Emergency Repairs and make safe within 2.5 hours. • Ensure that for Non Emergency Repairs: The Contractor will attend within the appointment (date and time) slot agreed with you. Most repair appointments will be within a 2 hour time slot with a target of 6 working days. External Repairs will be completed within 10 working days. • Post inspect for quality a proportion of all jobs • Offer an opportunity to complete a customer satisfaction survey for all jobs completed within your home
General Information	
<p>Newsletters we will:</p>	<ul style="list-style-type: none"> • Issue at least three newsletters to residents each year.
<p>Website we will:</p>	<ul style="list-style-type: none"> • Post regular news information on our website when it happens.
<p>Happy to Translate we will:</p>	<ul style="list-style-type: none"> • Display the logo and use the tools provided to help identify a service user’s language. We will make effective and efficient use of language service provision through professional language companies.
<p>Staff Training</p>	<ul style="list-style-type: none"> • We will provide regular staff training to ensure a consistency of approach in delivering our service standards.

Thenue Housing Association Ltd Registered Office:
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