

Service Standard – Complaints	Target
We will acknowledge your complaint within 24 hours of receipt and include details of who is dealing with your complaint and clear time scales for response.	100%
Where practical, we aim to respond to your complaint within five working days of receipt.	100%
We will provide details of what to do if you are not satisfied with the response to your complaint.	100%
We will contact you either by telephone or in writing within one week of our response to obtain your feedback about how we handled your complaint.	100%
We will use all feedback and lessons learnt from our complaints handling to improve our services and publicise these on our website, in our reception and magazines.	100%

Service Standard – Equality and diversity	Target
<p>How you access our services: We will review our services to ensure that they are accessible to all our residents.</p> <p>We will ensure that all our offices open to residents are fully compliant with the disability discrimination act (DDA).</p>	<p>100% of all service areas to be equality impact assessed by April 2011</p> <p>100% compliant</p>
<p>How we consult and involve you: We will seek and use the views of our residents to develop and improve the services by providing on request:</p> <ul style="list-style-type: none"> - translation and interpretation - information in alternative formats including large print, Braille and audio tapes or CD. 	<p>100% within five working days</p> <p>100% within ten working days</p>
<p>Our corporate culture and governance: We will promote our service standards and measure satisfaction against them.</p>	<p>100% leaflets and surveys to contain and use service standards by March 2010</p>
<p>How we provide services and customer care: We will know who our customers are and deliver services which do not discriminate or exclude by:</p> <ul style="list-style-type: none"> - requesting information on disability, ethnicity, gender, age, faith and sexual orientation of all our residents - analysing this data and producing action plans to review and develop our services. 	<p>90% by March 2010</p> <p>100% work plans 2010/11 delivering objectives derived from customer profiling</p>
<p>How we promote community cohesion: We will promote information by having translation and alternative formats on our website, in magazines and leaflets.</p>	<p>100% information provided</p>
<p>Our employment and training: We will deliver services free from discrimination.</p>	<p>100% staff received E&D training in the last two years</p>

Service Standard – Aids and adaptations	Target
<p>If you request an aid or adaptation from us we will advise whether we can complete the work, and the timescales for completion within five working days of request.</p>	100%
<p>Where we are unable to complete the work ourselves, we will advise you how to proceed with your request, and assist you with completing any paperwork. We will also intervene on your behalf to ensure the service is provided in a timely manner, if it is not being provided by us.</p>	100%
<p>We will provide minor aids for all residents who require them.</p>	100%
<p>We will contact you once you have received an aid or adaptation to ensure you are satisfied with the work and that it meets your requirements.</p>	100%
<p>Our contractors will contact you in advance of your appointment, to advise that they are on their way.</p>	100%

Service Standard – Estate management	Target
We will carry out inspections within ten working days of your request. If there are health and safety issues then we will carry out an inspection within 24 hours.	96%
We will remove graffiti within five working days. We will remove racist, homophobic or offensive graffiti within 24 hours.	96%
When you tell us about an abandoned vehicle, we will report it to the Local Authority within 24 hours.	95%
When you report instances of fly tipping or rubbish in communal areas, we will have it cleared within five days.	95%
“Talk & Walk” – we will carry out these sessions twice a year where requested and we feed back to residents within ten working days. We will increase the frequency of these in the areas where you request them. We will monitor the outcomes and feed back to those who attended individually and to other residents through letters, newsletters and other publications.	95%
We will ensure that communal areas are cleaned according to the contract specification. We will encourage residents to help monitor the contractor’s performance and act on service failure where necessary. Satisfaction levels should exceed 95%.	95%

Service Standard – Void management	Target
We will survey all new residents to achieve satisfaction with <ul style="list-style-type: none"> - cleaning - condition of the property - condition of the garden. 	95% 95% 95%
We will visit every new resident within the first eight weeks of your new tenancy.	100%
We will test and provide certificates for every property we re-let for the following <ul style="list-style-type: none"> - gas - electric and smoke - Energy Performance Certificate - asbestos. 	100%
We will ensure that all new residents are satisfied with our re-let standard.	95%
We will accompany you when viewing a property to answer any questions you may have about it.	100%
All sign ups should be carried out at the property and will include the following information – <ul style="list-style-type: none"> Tenancy agreement Tenancy handbook. 	95%

Service Standard – Income management	Target
We will provide all new residents with information on the amount of rent payable, and how and where rent can be paid before the tenancy starts.	100%
If you request to pay by direct debit, we will notify you when it will start, within 10 working days. (It may take up to four weeks for the first payment to be deducted.)	100%
We will contact all residents who are two weeks in arrears within seven days, to discuss methods of payment and ways we can help if there has been a change of financial circumstances.	95%
We will make personal contact by phone, visit, or office interview before taking court action for possession in arrears cases.	95%

Service Standard – Resident involvement	Target
<p>We will keep residents informed of opportunities to be involved and provide regular feedback on the outcomes of resident involvement. We will:</p> <ul style="list-style-type: none"> - publish quarterly newsletters - advertise involvement on our website - provide information on opportunities to be involved to all residents - provide information on involvement in all sign up packs. 	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>
<p>We will offer a variety of opportunities for residents to influence the service they receive and monitor our performance by:</p> <ul style="list-style-type: none"> - publicising events - publicising outcomes - recruiting annually to all groups - carrying out mystery shopping exercises - carrying out resident audits. 	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>
<p>We will monitor the opportunities to be involved to ensure they work by:</p> <ul style="list-style-type: none"> - monitoring involvement across diversity groups <p>- achieving 100% of activities representative of our residents within five years</p> <p>- conducting quarterly and annual impact assessments.</p>	<p>80% of activities are representative of our residents</p> <p>100%</p> <p>100%</p>
<p>We will make training available to support residents to get involved in the opportunities they want.</p>	<p>100%</p>
<p>We will advertise all vacancies to our Board to all residents.</p>	<p>100%</p>
<p>We will hold information on our residents to know who they are and will tailor opportunities to be involved to meet their needs.</p>	<p>100%</p>
<p>We will hold local events throughout the year so residents can give us feedback and shape services.</p>	<p>100%</p>

Service Standard – Responsive repairs	Target
<p>When you report a repair: We want to make sure you are given the correct information when you report a repair. We will:</p> <ul style="list-style-type: none"> - inform you whether the repair is your responsibility and whether we can offer to do the work and recharge you, or whether it is our responsibility to carry out the work - provide a target when the repair will be completed and arrange an appointment with you to undertake the work - send written confirmation that the repair order has been raised with details of the work and appointment date. 	<p>100%</p> <p>100%</p> <p>100%</p>
<p>Pre-Inspections: Sometimes we will need to inspect your repair to assess the level of work needed. If so our surveyor will:</p> <ul style="list-style-type: none"> - offer an appointment to pre-inspect the repair within five working days of the repair being reported - undertake the pre-inspection on the agreed date and time. 	<p>100%</p> <p>100%</p>
<p>Completing the repair: We will always try to sort out your repair on the first visit. Our repairs contractor will:</p> <ul style="list-style-type: none"> - complete the repair on the agreed appointment date - inform you if the appointment needs to be changed - agree another appointment with you if the repair cannot be completed at the first visit. 	<p>100%</p> <p>100%</p> <p>100%</p>
<p>Quality: We want to make sure that the quality of the repairs service remains high and meets the needs of our residents. To monitor our performance we will:</p> <ul style="list-style-type: none"> - monitor resident satisfaction through satisfaction cards and telephone surveys - inform residents of our performance on a quarterly basis. 	<p>100%</p> <p>95%</p> <p>rate service excellent or good 100%</p>

Service Standard – Anti-social behaviour	Target
<p>Continuity – To ensure all new reported cases of nuisance are acknowledged within agreed timescales.</p>	<p>100% of all cases</p>
<p>Contact – We will agree the frequency and method of contact with each complainant and ensure this is kept to. This will be monitored through closure questionnaires after each case.</p>	<p>95% satisfaction with frequency and method of contact</p>
<p>Enforcement Action – We will monitor the number of cases successfully resolved, where there is an occurrence of a similar complaint within six months. We will review actions taken on cases using this information.</p>	<p>No more than 5% of cases to be reoccurrences of previous complaints</p>
<p>Support – All residents attending Court will be offered support before, during and after Court hearings. This will be monitored via the post-case closure questionnaire.</p>	<p>100% of residents attending Court</p>
<p>Partner Agencies – Regular attendance of local problem solving groups by relevant officers.</p> <p>Involvement in multi-agency community based events at least twice a year.</p>	<p>100% of all relevant invited meetings will be attended</p> <p>Bi-annual event</p>
<p>Promotion – Provide feedback in resident magazines every quarter.</p> <p>Six-weekly update covering ASB related issues to be published on the website.</p> <p>Local newspapers and our website updated on a relevant case by case basis.</p>	<p>Quarterly</p> <p>Six-weekly</p> <p>As appropriate</p>