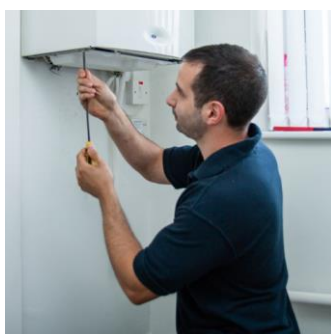


Our Local Customer Standards October 2017



Customer Service

- ✓ **We will respond to emails, texts and letters within 5 working days for straight forward matters and within 10 days for more complicated queries.**
- ✓ **We offer a variety of ways for you to pay your rent: Standing Order, through our website, at any Post Office or PayPoint outlet or by debit card over the phone.**
- ✓ **We will not keep you waiting more than 10 minutes for a pre-arranged appointment.**



Repairs and Maintenance

- ✓ **You can report repairs via our website at any time.**
- ✓ **We provide an emergency out of hours repairs service 24 hours a day, 365 days a year. The emergency service can be contacted on 0800 694 0434.**
- ✓ **We will provide you with a morning or afternoon appointment to complete your repair on a date convenient to you. We offer appointments avoiding the "school run".**
- ✓ **We will contact you by email or text to let you know if we are going to undertake any work around your home, for example, painting.**
- ✓ **We will make minor changes to your home where you are finding it difficult because of age or mobility – please contact us to discuss.**

- ✓ We will check and service the central heating boiler and gas fire (if you have one) in your home once a year and issue you with a certificate to confirm this has been done.
- ✓ We will fit your gas or electric cooker free of charge to make sure that it is done safely and legally.
- ✓ We will respond to all Landlord Permission requests (for changes that you wish to make to your home) within 7 working days.



Customer Rewards

- ✓ We will reward our Assured Tenancy customers who keep to their conditions of tenancy with a gift card in the run up to Christmas each year.



New Customers

- ✓ We will visit you in the home you currently live in (wherever possible) to complete your housing application.
- ✓ We will help you plan for the future and prepare for a tenancy through our coaching programme.
- ✓ We will ensure that any home you are offered meets our Lettable Standard, meaning that it is Safe, Legal and Clean.
- ✓ We will provide neutral coloured paint free of charge to help you decorate your new home.