

# Our service promise to you – the Landlord Services Standards

## Service Statement

We aim to provide a customer focussed service, which achieves high levels of performance. We put people at the heart of our service and strive to get it right first time, increase your satisfaction and provide good value for money.

### ▶ General

#### We will:

- always answer phone calls, acknowledge emails and letters in accordance with the Council's Customer Care Charter

### ▶ Tenant Involvement

#### We will:

- ensure you can get involved through a range of ways eg tenants' panel, consultation group, estate monitors, mystery shopping, resident associations
- consult you on service and community issues
- ask you for feedback on our services
- give you feedback following consultation and satisfaction surveys and report on service performance

### ▶ Tenant Support

#### We will:

- provide or recommend support to help vulnerable tenants to manage their tenancy

### ▶ Estate Management

#### We will:

- hold regular publicised estate inspections
- clean communal areas in flat blocks at least once a month
- ensure the grounds maintenance contract standards are met

### ▶ Anti-Social Behaviour

#### We will:

- respond to all reports of serious anti-social behaviour and harassment within 24 hours
- respond to all other anti-social behaviour reports within five working days
- tell you clearly what we can and cannot do and agree an action plan with you
- keep you updated on progress of action at least once every two weeks

### ▶ Rent Service

#### We will:

- offer you a range of payment methods
- write to you every March to tell you the new year's rent and other charges and give you a balance of your account
- send you a rent account statement four times a year
- send you a rent account statement when you ask for one
- provide advice and assistance on completing Housing Benefit applications
- provide information on what to do if you fall into arrears and where to find further help and legal advice
- write to you if you are two weeks behind with your rent payments
- phone or visit you if you are more than two weeks behind with your rent payments
- work with you to set up a realistic and affordable agreement to clear any rent arrears debt
- work within the Rent Arrears Pre-Action Protocol

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## ▶ Responsive Repairs

### We will:

- make an appointment for urgent and routine repairs when you first contact us at a time convenient to you
- work to get repairs completed right first time
- keep you informed if a repair cannot be completed first time
- give you at least 24 hours notice if we need to carry out a pre or post repair inspection to your home
- complete all emergency repairs within 24 Hours
- complete very urgent emergency repairs within 4 hours

A detailed description of repairs categories can be found online at [www.waverley.gov.uk/tenants/repairs](http://www.waverley.gov.uk/tenants/repairs) in the Tenants' Handbook or by contacting the Customer Service Team

## ▶ Planned Maintenance

### We will:

- strive to achieve the government's decent homes standard
- write to you to give at least four weeks of any planned work to your home
- arrange a convenient date to start work and keep to it

## ▶ Empty Properties

### We will:

- re-let homes in a good condition
- let empty homes quickly

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- inspect homes within seven days of you giving notice to end a tenancy
- complete a new home satisfaction survey with you within two weeks of moving in

## ▶ Health and Safety

### We will:

- service all gas boilers and appliances once a year and provide you with a copy of the Gas Safety certificate
- inspect and test electrical systems in dwellings every 10 years
- maintain a fire risk assessment to all enclosed communal parts
- clean and check all mains operated smoke alarms once a year
- service and test fire extinguishers in communal areas once a year
- manage the asbestos in our properties to minimise the risks to you
- maintain a full asbestos register for all Council owned dwellings
- minimise the risks of Legionnaires disease by implementing preventative measures

## ▶ Improvements and Adaptations

### Subject to assessment and budget we will:

- provide new double glazed PVCu windows and doors that comply with 'secured by design' standards
- design replacement of a kitchen or bathroom with you and offer a choice of fixtures
- aim to continuously improve the energy efficiency of all our properties
- provide aids and adaptations so you can live independently in your home.