

Looking after your home

Service Standard

We will ensure all homes and property are cared for and maintained to meet all regulatory standards and are in good condition. This service standard explains how we deliver our service.

We will:

- We will offer 24 hour or up to 28 days repairs and maintenance appointments dependent upon vulnerabilities or disabilities.
- Offer you advice and guidance regarding your home, tailored around your enquiry.
- Leave a card to let you know we have called, if you are not at home when we visit.
- Manage contractors to ensure they deliver services and work in line with our Customer Service Principles.
- Provide a security password on request to use before we visit your home and take account of any specific needs you may have.
- Keep you informed about the work to be completed in your home and let you know if there are any delays likely and why.
- Respect and protect your home and belongings during any work and cover our shoes at all times. We will not leave tools or possessions in your home when we are not in attendance.
- Carry out customer satisfaction surveys and report on how we are doing to make sure we continually learn and improve service delivery.
- Inform you of your responsibilities and how we can work together to look after your home.
- Ask you to provide clear access, keep pets safe and make sure an adult is present when we are working in your home.
- We will show identification before entering your property.

Repairs and Maintenance

We will:

- Offer a range of appointments including evening and weekend appointments if required, taking into consideration the nature of your request and your individual needs and circumstances.
- Arrange a gas safety check to all Together Housing gas appliances in your home at least once every 12 months.
- Contact you to confirm/arrange the appointment and again before we attend.

Investment Works

We will:

- Tell you before we carry out major refurbishment works to your home and keep you informed during the works.
- Provide you with a named officer to answer any questions about the investment works.
- Offer you a range of choices, where appropriate. e.g. A choice of tiles for the kitchen and bathroom.
- Make sure that work to your home is completed within a specified timescale.
- Have a scheduled programme of investment to all our homes and make decisions on where investments are needed.



Service Standard Targets

We will:

We will complete Gas Safety actions in the following timescale		Target
1.	Arrange a gas safety check to all Together Housing gas appliances.	Within 12 months
2.	Where we have a mobile number on file. We will send a text when the job is scheduled and send a reminder text the day prior to your appointment.	100%

We will complete repairs and maintenance work to your home		Target
1.	Emergency repairs and maintenance within	24 hours
2.	Routine repairs and maintenance	28 days
3.	Planned external works	90 days

We will complete planned improvement works to your home		Target
1.	Doors and windows	3 days
2.	Kitchens	10 days
3.	Bathrooms	10-15 days
4.	Full central heating installation	6 days
5.	Central heating boiler renewal	3 days
6.	Full rewire	4 days
7.	Multiple elements eg. a kitchen and rewire	25 days

How can you be sure that the Together Housing Group is meeting these standards of service?

We will:

- Regularly check service standard promises with tenant representatives and as part of our scrutiny function.
- Use our housing management performance system to check we are meeting the timescales.
- Monitor customer feedback including compliments and complaints to check we are meeting our service standards.
- Deliver services which are designed to be accessible to all. We will monitor these services to ensure we operate fairly and without discrimination.

Your responsibilities

- To report repairs to us as soon as they become apparent.
- Allow us reasonable access to carry out works by keeping your appointments.
- Prepare your home in readiness for the works, so that we can keep disruption to a minimum.
- Do not damage your home.

Contact us

In the first instance, please visit our website togetherhousing.co.uk or call **0300 555 5560**

Our opening hours are 9am until 5pm Monday to Friday.