

Looking after your neighbourhood

Service Standard

Our neighbourhoods will be places where you want to live and where you will have peaceful enjoyment of your home. Our Neighbourhood Officers are responsible for tenancy management and for checking the quality of neighbourhood services you receive from us like grounds maintenance, cleaning and caretaking.

This service standard tells you what you can expect from us and how we deliver our services.

Neighbourhood Management

We will:

- Regularly inspect our schemes on a quarterly basis, through planned walkabouts, and invite residents to join us.
- Visit our retirement living schemes once a month, so residents can see us and ask any questions.
- Monitor satisfaction levels with our neighbourhoods and in particular with our cleaning and grounds maintenance services.
- Attend local tenants and residents' association meetings if we are asked to.
- Offer you a home visit, or an appointment in a local office when you want to see us.

Cleaning and caretaking

We will:

- Provide a daily cleaning service in all our high rise blocks Monday to Friday.
- Provide a monthly cleaning service to all other internal communal areas.
- Litter pick and check for fly tipping and bulky refuse every four weeks, unless requested sooner.

Anti-Social Behaviour

We will:

- Provide you with a named officer to deal with your case.
- Contact you within 1 working day if you are reporting serious Anti-Social Behaviour complaints like domestic violence or harassment.
- Contact you within 3 working days if you have reported anti-social behaviour such as noise nuisance and vandalism.
- Contact you within 5 working days for environmental complaints like untidy gardens and dog fouling.
- Carry out a personal action plan for every anti-social behaviour case.
- Aim to resolve Anti-Social Behaviour complaints within 57 days.
- Respond to all safeguarding concerns that are reported to us.

Grounds maintenance

We will:

- Carry out 13 grass cuts to communal areas between April and October leaving the clippings on site to the majority of areas.
- Edge grass off footpaths at least once each season.
- Trim communal hedges twice a year to keep areas neat and pathways free from overhanging vegetation.
- Trim shrubs once a year.
- Inspect Together Housing playground areas once a month to make sure they are safe.
- Meet with our resident Consultation and Monitoring Group every quarter.

Service Standard Targets

We will:

Action	Target
1. Aim to exceed 80% resident satisfaction with our neighbourhoods	80%
2. Monitor satisfaction regarding cleaning and grass cutting	every 3 months
3. Inspect our playgrounds	once a month
4. Trim communal hedges	twice a year
5. Trim communal shrubs	at least once a year
6. Litter pick and check for fly tipping	every 4 weeks
7. Cut grass between April and October	Upto 13 times a year
8. Contact you following serious anti-social behaviour complaints within	1 working day
9. Contact you following general anti-social behaviour complaints within	3 working days
10. Contact you after environmental complaints within ie. untidy gardens	5 working days
11. Resolve all anti-social behaviour complaints within	an average of 57 working days
12. Feedback on resident engagement activities formally through our annual report	once a year

Your responsibilities

- To abide by the terms of your tenancy agreement and not cause any nuisance to others.
- Report incidents of anti-social behaviour so we can discuss how to resolve it.
- Keep your garden and driveways clean and tidy.

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.

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.