



SERVICE STANDARDS

Outlined below are the standards of service customers can expect from Equity Housing Group. These standards are regularly monitored to assess whether Equity Housing Group is meeting them. The results of this monitoring is regularly reported to customers.

◆ Decent standard of homes

1. We will ensure that residents homes are maintained (or put in a programme to be improved) to a standard agreed by customers.

◆ Good neighbourhood/community

1. Customers are involved in the management of and issues affecting their scheme.
2. If you report incidences of anti social behaviour, we will contact the individuals concerned within 5 working days.
3. We will, wherever possible and practical to do so, avoid creating an imbalance of age groups on a scheme.
4. Where you report incidences of anti social behaviour, we will agree with you how frequently we will keep in touch and update you on how we are dealing with the problem.
5. We will inspect schemes once a month to ensure estate services (e.g. gardening, cleaning) are being provided to a good standard and the scheme is in a good state of overall repair.

◆ Easy access and regular visits from staff

1. We will publicise when scheme inspections are to be undertaken.
2. Scheme representatives will be invited to accompany Service Delivery Officers when they undertake their scheme inspections.
3. We will hold at least one talkback or walkabout event on each scheme each year.

◆ Information when reporting repairs

1. When you report a repair we will offer you an appointment.
2. You will receive confirmation that your repair has been ordered and the appointment date and time.
3. If you do not choose to have an appointment, we will tell you the maximum amount of time it will take for your repair to be completed.

◆ Checking everything is done right first time

1. We will provide you with a survey form to complete after your repair has been completed.
2. A proportion of repairs will be inspected after they have been completed to check the work has been done satisfactorily.

◆ Standards for improvements

1. When we are carrying out improvement works (e.g. a new kitchen or bathroom) we will give you a minimum of one month's advance notice.
2. Each year we will publicise our programme of improvement work which is planned. If for any reason we cannot undertake work, we will inform those customers affected.
3. We will provide you with information about the works and the date (and duration) when they will start.
4. We will discuss with you and agree your choices of finishes, e.g. work tops, colour of units etc.
5. We will provide you with the name and contact details of our liaison person, so you can advise them of any concerns or problems.

◆ Principal Values

1. Customers will be treated courteously by all staff at all times.
2. We will identify ourselves when we answer the phone 100% of the time.
3. 95% of enquiries will be dealt with at the first point of contact.
4. Where a customer's enquiry cannot be dealt with at the first point of contact, the customer should expect a response within 48 hours of their initial enquiry in 95% of cases.
5. Customers will be provided with easy-to-understand information in plain English, or in any other language or format.

6. All written correspondence will include our company information, contact details and details of how you can get the information in other languages or formats.
7. Correspondence will be translated into Braille, large print or onto audio tape upon request.
8. We will provide induction loops, Typetalk and sign language interpretation if you have any hearing problems.
9. We will make you aware of our standards and let you know about our performance via newsletters and on our website.