

People First Housing Association Service Standards

People First aims to deliver high quality services to improve the lives of our customers (tenants, service users, applicants and others we come into contact with). We have developed a set of service standards to explain how we will work to achieve that aim. The standards provide a clear framework so that you will know what you can expect from us and also what we expect of you.

Our service standards have been built around some key principles which we are committed to:

- Being open, transparent and honest
- Ensuring you are at the forefront of everything that we do
- Seeking to deliver the best possible experience for those using our services
- Treating everyone, fairly, politely and with respect
- Making it easy for you to contact us and access our services
- Listening to your views and acting on them in a timely manner
- Keeping you informed and setting clear expectations of what we can deliver
- Training and developing our staff
- Actively promoting the values of diversity and inclusion
- Delivering high-quality services and continuously improving

Our Service Standards

Communication and Information

We will:

- Always be polite when responding to your queries and will try to resolve them the first time you contact us
- Ensure the information we provide is easy to understand and accessible to the diverse needs of all our customers
- Offer you support if you need help to understand the information we provide
- Provide you with details of the different ways you can contact us for help
- Work with you to keep our records of your details up to date
- Deal with personal information in line with all relevant legislation, keeping personal information confidential and giving you access to the information we hold about you

We expect you to:

- Treat our staff and contractors fairly, politely and with respect
- Tell us if you feel that we are not treating you fairly
- Keep us informed of any changes to your contact details or personal circumstances

Complaints and Feedback

We will:

- Provide a clear, simple and accessible process for dealing with complaints
- Listen to your concerns and be honest, fair and impartial when dealing with any complaints raised with us
- Investigate any complaints you make promptly and give you regular updates on what we are doing to resolve them
- Learn from our mistakes and use the knowledge gained when dealing with complaints and compliments to help improve our services

We expect you to:

- Tell us in a timely manner if we get things wrong and how you have been affected so that we can put things right
- Be clear about the specific reasons you are complaining and co-operate where there is an investigation

Finding and moving into your home

We will:

- Offer support to help you find a home; for example, providing information about different housing options, helping you with application forms and the bidding process
- Register your application in a timely manner so that you can begin bidding for properties as soon as possible
- Let you know when you have been successful in finding a home and give you regular updates on when we expect your home to be ready for you
- Provide you with all the information you need to make your tenancy a success when signing up to your home
- Ensure all properties we let are in a safe, clean and good condition

We expect you to:

- Provide us with relevant and accurate information when applying for a home
- Inform us of any changes to your housing needs whilst you are in the process of applying for a home

Paying your rent (People First Tenants)

We will:

- Provide a range of ways for you to pay your rent
- Support you if you run into difficulty paying your rent, and provide access to welfare benefit advice, debt counselling and information about local agencies as necessary

- Take prompt action should your rent account fall into arrears and agree repayment arrangements with you
- Explain what will happen if you do not pay your rent or if you fail to keep to an arrangement

We expect you to:

- Pay your rent on time and tell us immediately if you are having trouble paying
- Work with us and keep to any arrangements we make with you to pay off arrears
- Let us know of any circumstances that would affect your entitlement to welfare benefits

Living in your neighbourhood (People First Tenants)

We will:

- Inspect your neighbourhood regularly to identify and address any issues
- Monitor the performance of our gardening and cleaning contractors
- Work in collaboration with partner agencies to improve the appearance of your neighbourhood
- Encourage all tenants to take pride in their neighbourhood
- Tell you what we have done to address any issues that have been raised in your neighbourhood
- Deal with incidents of anti-social behaviour promptly, appropriately and effectively, and work with partner agencies to come up with solutions
- Keep you informed about the progress of any anti-social behaviour cases which affect you and provide support throughout the process
- Deal with tenancy breaches and work to resolve them with partner agencies

We expect you to:

- Keep your home and garden in good condition
- Let us know of any issues you are experiencing in your neighbourhood
- Respect your neighbours and behave in a way that will not cause distress or offence
- Report any incidents of anti-social behaviour to us and/or to other agencies (e.g. police)
- Help us to try and resolve issues informally if possible e.g. through mediation
- Help us by keeping a record of what happened and giving us evidence when anti-social behaviour occurs so that we can deal with this successfully

Repairs and Maintenance (People First Tenants)

We will:

- Provide you with a convenient way to report any repairs
- Offer flexible appointments to carry out repairs

- Provide an out-of-hours emergency repairs service
- Be polite and respectful when carrying out work in your home
- Where possible, carry out repairs on the first visit
- Tell you if we are unable to complete a repair on the first visit and keep you updated on progress
- Undertake a regular programme of home improvements and give you advanced notice of when this work will take place
- Ensure that repairs are carried out to the standards we expect, leaving your home clean and tidy
- Inspect all major repairs and planned maintenance

We expect you to:

- Report any repairs that are needed to your home as soon as you know about them
- Provide access to your property so that we can carry out any necessary work, including your annual safety checks and 3 yearly inspections
- Contact us if you want to make any home improvements yourself
- Agree to pay for any repairs that are needed because of damage caused by you, your family or friends

Supporting our customers

We will:

- Safeguard the security, health and safety of all customers
- Work with you to identify any support you may need, tailoring this to meet your specific needs and help with your recovery
- Work in partnership with other agencies to support you and manage any risks as appropriate
- Support you to live independently by providing aids and adaptations in collaboration with other partner agencies
- Support you if you are a victim of domestic abuse or hate crime and work with partner agencies to try to resolve your issues
- Provide information to assist you in managing your tenancy
- Do everything we can to support you if you have been affected by emergency situations affecting your home

We expect you to:

- Let us know if you are experiencing difficulties in managing your tenancy or if your needs change
- Be willing to work with us if you need additional support so that we can provide this

Engagement and involvement

We will:

- Provide opportunities for you to engage with us, including regular satisfaction surveys about our services and the quality of our work
- Let you know how feedback from tenants and service users have improved our services
- Continue to improve our engagement methods to suit all our customers
- Consult with you about our service standards

We expect you to:

- Be open and honest with us and listen to the views of others