

## The Customer Service Standard

### Standard

### How It Will Be Measured

#### If you write or e-mail us:

<ul style="list-style-type: none"> <li>We will reply within 5 working days</li> </ul>	Mail book
<ul style="list-style-type: none"> <li>If we can't provide a full response we will let you know who is dealing with your letter/e-mail and when you can expect a reply</li> </ul>	Sample monitoring

#### If you telephone us:

<ul style="list-style-type: none"> <li>We will always be polite and courteous</li> </ul>	Quarterly Mystery Shopping
<ul style="list-style-type: none"> <li>We will endeavour to be as helpful as possible</li> </ul>	Quarterly Mystery Shopping
<ul style="list-style-type: none"> <li>We will give you undivided attention</li> </ul>	Quarterly Mystery Shopping
<ul style="list-style-type: none"> <li>We will always give you the name of the person you are speaking to</li> </ul>	Quarterly Mystery Shopping
<ul style="list-style-type: none"> <li>We will provide the opportunity for you to speak to someone or leave a voice message within 5 rings</li> </ul>	Quarterly Mystery Shopping
<ul style="list-style-type: none"> <li>If the member of staff you are calling is not available another staff member will assist in your enquiry if possible or take a message</li> </ul>	Quarterly Mystery Shopping
<ul style="list-style-type: none"> <li>If you leave a message we aim to get back to you by the next working day</li> </ul>	Quarterly Mystery Shopping
<ul style="list-style-type: none"> <li>We will be confidential at all times and ensure your personal details are never passed on inappropriately</li> </ul>	Quarterly Mystery Shopping

# The Customer Service Standard

## If you visit us:

<ul style="list-style-type: none"><li>• We will keep our reception areas clean, tidy and provide up to date information to you</li></ul>	Quarterly monitoring
<ul style="list-style-type: none"><li>• We will aim to see you within 10 minutes of your arrival</li></ul>	Complaints received
<ul style="list-style-type: none"><li>• If you make an appointment we will ensure you are seen on time</li></ul>	Complaints received
<ul style="list-style-type: none"><li>• We will try to offer private interviews on request</li></ul>	Not Monitored

## If we visit your home:

<ul style="list-style-type: none"><li>• We will show identification and behave professionally at all times</li></ul>	Complaints monitoring
<ul style="list-style-type: none"><li>• We will normally make appointments for home visits</li></ul>	Complaints monitoring
<ul style="list-style-type: none"><li>• We will contact you if we are unable to keep an appointment as soon as we can and will rearrange it</li></ul>	Complaints monitoring

## Equal opportunities:

<ul style="list-style-type: none"><li>• We will treat all customers fairly and according to their needs</li></ul>	Complaints monitoring
<ul style="list-style-type: none"><li>• We will make our offices accessible for disabled people and provide an interpretation service for those whose first language is not English</li></ul>	
<ul style="list-style-type: none"><li>• We will provide the same standard of service wherever you live</li></ul>	Quarterly Mystery Shopping
<ul style="list-style-type: none"><li>• You have the right to see personal information that we hold about you</li></ul>	Not monitored

# The Customer Service Standard

## If we get anything wrong we will:

<ul style="list-style-type: none"><li>• Aim to put it right as soon as possible</li></ul>	Complaints monitoring
<ul style="list-style-type: none"><li>• Keep you informed at all times</li></ul>	Complaints monitoring
<ul style="list-style-type: none"><li>• Apologise</li></ul>	Complaints monitoring
<ul style="list-style-type: none"><li>• Aim to learn from our mistakes so they don't happen again</li></ul>	Complaints monitoring

**We always welcome your views and comments about improving our service.**



## The Equality & Diversity Service Standard

We at Newydd are committed to treating everyone with whom we come into contact fairly. This applies to everyone who applies to us for housing, everyone who applies to us for any service, every existing tenant and service user, every applicant for a job or contract and every staff and Board member.

We have a detailed Equal Opportunities Policy and put our commitment to equality and diversity into practice in a number of ways.

### **If you apply to live in one of our properties or you are already one of our residents or you apply to our support services we will:**

- Make sure that our reception areas and offices are easy for you to get into and to move about in
- Provide the information you need, in ways that you find easy to understand
- Take into account any particular needs you have, when we let you one of our properties and once you have become one of our tenants
- We will monitor our services to ensure that they are not unintentionally disadvantaging certain groups of people and to identify ways in which we can promote equality and diversity more effectively
- Take prompt and effective action if you face harassment where you live
- Only work with contractors and other agencies that share our commitment to be fair to all

# The Equality & Diversity Service Standard

## If you apply to us for a job or are already a member of staff we will:

- Recruit and promote staff based on their ability and suitability to do the work
- Provide training and other opportunities to help you develop your skills
- Make sure you have the necessary equipment to do your job effectively
- Take prompt and effective action if you face harassment at work
- We will monitor our recruitment practices to ensure that we are not unintentionally disadvantaging certain groups of people and to identify ways in which we can promote equality and diversity more effectively

## Working With Others

- We will consult with our staff, customer and stakeholders to find ways to promote equality and diversity
- We will work with external agencies and partners to improve our approach to equality and diversity issues

## What we expect of others

Treating everyone fairly is a two-way process. We will do all we can as an organisation. We also expect that our individual Board members, staff, contractors, tenants, service users and leaseholders will do all they can to treat people fairly as well.

## Making progress

We will monitor the progress we are making in meeting our commitments to promote equality and diversity. We will also set ourselves goals to achieve and review these on a regular and planned basis.

## The Tenancy Management Service Standard

### Your Rights

Newydd is committed to ensuring that its tenants know what their rights are. We will consult with you on any changes to your tenancy agreement or on any other changes to the service that we deliver. This may be through our Community Panels, Advisory Groups or the Consultation Network. You are welcome to become more involved. (There is more information on how we involve and consult in our Resident Involvement Strategy leaflet).

- If a breach of tenancy is reported to us, a Housing Officer will investigate and discuss this with relevant parties and agree the appropriate action to deal with the problem.
- If you have rent arrears we will send you a letter, or visit you and give you an accurate rent statement. We will tell you if there are any benefits you can apply for. You should contact your Housing Officer if at any time you are having problems paying your rent.

**You have a right to see the information we keep on file about you.  
If you wish to do this you are required to give us notice in writing:**

- We reserve the right to charge you £10 for this
- We reserve the right to withhold information from a third party;
- We have to reply to your request within 40 days but will try to do this sooner as per our Customer Service Standards.

# The Tenancy Management Service Standard

**Looking after your neighbourhood – to make sure that our neighbourhoods are places where people want to live and feel safe, we will:**

- Inspect our neighbourhoods with the tenant representative for that area (if there is one) every 3 months;
- Identify areas for improvement and liaise with external agencies to work together to address the issue;
- Consult with residents about improvements to the neighbourhood;
- Work with the Police and other external agencies;
- Identify abandoned vehicles as soon as possible and advise the relevant agency with the power to remove the vehicle;
- Respond to reports of abandoned properties within 1 working day and make sure the property is safe;
- Remove offensive graffiti within 24 working hours.

## **General Information**

- **Improvements to your home** – we will reply to all applications to carry out alterations to your home within 28 days. We will not unreasonably refuse permission.
- **Successions and Assignments** – If you ask to take over a tenancy or pass a tenancy to someone else we will let you know our decision within 28 days.
- **Mutual Exchange** – If you wish to carry out a mutual exchange we will give you our decision within 42 days.

## The Anti-Social Behaviour Service Standard

- We will acknowledge all reports of anti-social behaviour (ASB) and log them on our ASB database within 1 working day of receipt.
- We will respond to all reports of racial harassment within 1 working day of receiving the initial report
- We will respond to all reports of domestic violence and harassment within 1 working day
- We will respond to all reports of nuisance within 5 working days
- With the consent of the complainant, we will interview the alleged troublemaker within 10 working days
- We will ensure that the victims and witnesses and our partner agencies (such as Police, Social Services, Schools) are kept informed about the progress of ASB action plans on a regular and timely basis
- We will monitor, report and publicise all actions taken to resolve ASB



## The Service Standard for Tenants with Support Needs

***These service standards will be consulted on with the help of support providers through the Associations Supported Housing Forum***

### **(Expectations on support providers)**

- Tenants understand their rights and responsibilities as set down in their tenancy agreement
- Tenants know how much rent and service charge they have to pay and understand what this covers
- Tenants know how they can get involved in the activities of their landlord e.g. by applying for share membership, forming a tenants group, becoming a member of Newydd 90 or joining the Community Panel
- Tenants are able to access information which is held on record about them
- Tenants know how to complain about any aspect of service delivery
- Tenants know how to report a repair, pay their rent and make a direct approach to their landlord
- Tenants will be encouraged to get involved in the running of their home and take part in regular house meetings
- Tenants will receive appropriate training, support and information necessary to access funding and plan activities and events of their choosing
- Tenants will get the opportunity to meet tenants from other projects periodically
- Appropriate support will be provided to those with literacy issues
- Tenants will be consulted on issues which affect their home and the wider community on the services we provide



## The Repairs Priorities Service Standard

**We have set targets for the maximum time you should have to wait for a repair.**

### Emergency repairs

Target response time: **within 24 hours**

*Emergency repairs are those needed to avoid serious danger to health or safety or extensive damage to buildings and property.*

The sort of repairs that should be reported as emergencies include:

- A burst pipe that you cannot stop by turning off the stopcock
- A total loss or major fault with your electricity supply
- A blocked external drain
- A blocked toilet if you have only one toilet in your home
- A total loss of water
- Flooding to your home
- Major structural damage
- A security issue with your outside doors or windows.
- Total loss of hot water or heating for elderly/vulnerable tenants or during period 1 November - 31 March
- A broken down lift
- Failure of the Warden Alarm / Call system
- Fault to the communal door entry system if the door is locked
- Fire damage, to make safe
- Health & Safety Works

# The Repairs Priorities Service Standard

- A blocked Flue
- A total loss of gas supply
- A Gas Leak – Report immediately to Transco on 0800 111 999

Do **not** report emergencies via Housecall on the Newydd web site

## Urgent Repairs

Target response time: **7 calendar days**

*These are repairs that may affect the comfort of the tenants and may cause damage to the property if left too long. Although these may not be emergencies, they need to be dealt with quickly.*

The sort of repairs that should be reported as urgent are:

- Faulty electrical fittings and minor electrical faults
- Hot water or Heating faults / breakdown
- Total loss of hot water during period 1 April – 31 October
- Leaking roof, missing roof tiles and faulty / blocked guttering causing serious problems of water penetration
- Defective cistern or overflow
- Failure of the entry phone
- Fault on the communal door entry system and defaulting to open
- A faulty extractor fan
- Fault on the communal TV aerial
- Severe dampness
- A security problem with internal doors and windows.
- A broken window handle if a security or health & safety problem
- Damage to a stair tread or hand rail / banister
- Defective flooring which is a health & safety problem

# The Repairs Priorities Service Standard

## Routine repairs

Target response time: **28 calendar days**

*These are repairs that are not urgent, although they may be inconvenient.*

Examples of these types of works are:

- Repairs to external walls, paths and fences
- Plaster repairs
- Repairs to windows and window handles that are not a health and safety or security issue
- Repairs to wall tiles (kitchen/bathroom)
- Repairing and cleaning of gutters and down pipes
- Minor plumbing repairs and day to day repairs & replacements
- Repairs to internal doors, floors
- Repair to a kitchen
- Leaking taps or shower units
- Repair to flooring which is not a health & safety issue



## The Contractors Service Standard

Newydd is committed to providing our customers with an efficient and high quality service by working in partnership with our contractors. It is important that you know the standards of conduct expected of all our contractors.

You can expect all operatives working for or on behalf of Newydd to:

- Treat you courteously.
- Keep appointments. If they are unable to keep an appointment, they will contact you to arrange a new appointment.
- Carry out work between 8am and 6.30pm Monday to Friday or otherwise by agreement with the resident.
- Wear identification badges.
- Carry out all work in a safe manner. Materials will be stored safely, scaffolding will be secured and any external ladders will be removed or planked overnight or when not in use.
- Contractors will adhere to Health & Safety Regulations and will ensure that Personal Protective Equipment is used where necessary. They must tell you of any hazards and advise you how to keep safe whilst they carry out the work.
- Clear away all debris, dust and rubbish from the works every day.
- Treat your possessions with respect. They will use suitable protection, such as dustsheets, where appropriate to protect items vulnerable to dirt, dust or other damage.
- Ensure that your home is secure at all times and if doors and windows have to be left open, they must tell you.

# The Contractors Service Standard

## **Operatives working for or on behalf of Newydd will not:**

- Use radios, CD/cassette players etc.
- Smoke inside your home.
- Use your telephone without permission.
- Drink alcohol during working hours.
- Use foul language, lewd behaviour, racist or sexist remarks.
- Enter a home where only a child is present. If no other adult is present, they will not enter the premises, but seek a further appointment.
- Use, move or remove any of your possessions, without permission

## The Minimum Lettings Service Standard

At Newydd we aim to make moving into your new home as simple as possible. When you move into your home it will be safe and secure and some works will have been carried out. Detailed below is the standard that you should expect when you move in. Some other works may be carried out after you have moved in. These will be detailed in your handover pack. You will be told about this when you view your new home.

### General

- The property and garden will be clear of rubbish.
- Any asbestos will have been checked and information provided where necessary.
- Any fire alarms and door entry system will have been checked.

### Floor and Stairs

- These will be safe and in good condition so that floor coverings can be laid.
- Kitchens, bathrooms and toilets will have floor coverings that are in good condition and that match.

### Doors and Windows

- All external doors will be secure and weather tight.
- Two sets of door keys will be available.
- All windows will be secure and will open and close easily .
- All rooms will have internal doors.

# The Minimum Lettings Service Standard

## Electrics

- All electrics will have been checked and will be working safely.
- There will be a minimum of one socket in the hallway, two double sockets in the lounge, one double socket in dining room, one double socket in bedrooms and three double sockets in a kitchen (if feasible).
- The kitchen will have a socket for a fridge and a washing machine, and an electric cooker point or a gas cooker connection point.
- The consumer board will have a secure cover, a full set of fuses and each circuit will be labelled.

## Gas

- All gas installations will be checked and a landlord's gas safety certificate will be issued.

## Heating

- The property will have heating that functions properly.
- Hot water will be provided from the heating system.
- Appropriate levels of ventilation and insulation will be provided to ensure that heat is well distributed within rooms.

## Plumbing

- All plumbing will be watertight.
- All sinks and baths will have plugs and chains.
- The stopcock from the incoming water main will be clearly labelled.
- All sanitary equipment will be clean and in good working order free from lime-scale build up.
- There will be a minimum of three courses of 150mm white tiles around the bath and as a splash back to sinks.
- If there is a shower, tiling will be to the ceiling around the bath.

# The Minimum Lettings Service Standard

## Kitchens

- There will be a minimum of three storage cupboards so that food storage can be kept separate from cleaning materials.
- There will be a minimum of three courses of tiles as a splash back to the worktops.
- If the kitchen is in need of replacement this will be carried out during occupation so that you can have a say in the look and design of your kitchen.

## Decoration

- Internal decoration is the tenant's responsibility. Redecoration may be carried out, or decoration vouchers may be issued to assist in redecorating your new home at Newydd's discretion.
- Wall and ceiling plaster will be in good condition.

## External

- Any garages or sheds will have doors that are secure and operational.
- Grassed areas of gardens will be strimmed and left ready for you to maintain



## The Estate Management Service Standard

### Estate Services

We will:

- Visit your estate every 4 weeks to check its condition.
- Inspect your neighbourhood quarterly with your local tenant representative.
- Let you know two weeks before an estate inspection will take place.
- Be aware of antisocial behaviour and vandalism on our estates and report within 24 hours.
- Sticker untaxed and abandoned vehicles on our land within 3 days of being notified.
- Replace light bulbs in all our estate lighting within 7 days of it being reported. Time clocks will be changed to make sure they come on in the hours of darkness. We will order a repair for any faulty lighting that is our responsibility within 1 day of it being reported.
- Remove illegally dumped bulk refuse from our land within 7 days of it being reported.
- Recharge any person who is responsible for causing damage to our property or dumping rubbish.
- Grit/salt our footpaths during periods of very cold weather.
- Make sure all homes reported as abandoned are investigated within 2 days.
- Carry out a random satisfaction survey with you twice a year.

# The Estate Management Service Standard

## Communal Area Cleaning

- We will visit your block at least 15 times a year.
- Floors and stairs will be swept, mopped or vacuumed depending on the floor covering.
- We will not wash the floor if there is a chance it will freeze in cold weather.
- General surfaces such as banisters, handrails and skirting boards will be dusted or washed down.
- Cobwebs from ceilings, walls and light fittings will be removed.
- Mats and mat wells will be swept when required.
- Windows and glass that are accessible in the communal areas will be cleaned, when needed.
- Communal bin areas will be swept out and disinfected.
- Your block will be checked for repairs, damage or vandalism and these will be reported to the Property Team.
- Litter will be cleared from inside and outside the block.
- You must keep the hall way and landings clear at all times. Any items including bags of rubbish, furniture, doormats, carpets or any other personal items will not be moved for cleaning and cleaning may not take place. These will be reported to the Housing Officer for further action to be taken.
- We will report any bulky items that have been dumped on the estates to the Housing Team for removal. There may be a charge for this.
- You can report problems to members of the cleaning team. They will pass the issue back to the relevant department by the next working day.
- We will carry out spot inspections on the cleaning standard, and may call to speak to you about this.
- We will annually send a questionnaire to at least 100 residents who receive this service to check how we are doing and to ask for any comments or suggestions to improve the service.

# The Estate Management Service Standard

## Grounds Maintenance

### Grass Cutting

- We will carry out 16 cuts per year throughout the growing season, collecting the grass on the first cut of the year only, other than at selected sheltered schemes.
- Cuts will take place every 2-3 weeks so that grass is never allowed to get too long.
- All grass cuttings will be swept or blown from footpaths and walk ways immediately after cutting.
- The edges of footpaths will be sprayed and cleared of weeds at least once a year.
- The grass will be strimmed as close as possible to obstacles such as trees, buildings or benches.
- Areas will be cleared of litter and rubbish prior to cutting the grass.
- Contractors will report where they have been working on a weekly basis, so that random checks can be made.

### Street Sweeping

- Garage, parking areas, footpaths and walkways will be swept three times a year.
- All rubbish will be removed up to one cubic metre from the location prior to the sweep taking place.
- We will arrange for large amounts of rubbish, fly tipping or bulky items to be cleared when they are reported to us.
- Weeds to tarmac, block paving and slabs are sprayed and controlled as required during the sweeping process.
- Overhanging branches are cleared and saplings are removed and verges are strimmed.

# The Estate Management Service Standard

## Hedges

- All identified communal hedges are cut twice a year and all clippings removed from site.

## Beds and Borders

- These are maintained four times a year, this includes removal of weeds, pruning and trimming and the identification of areas where plants need replacing or additional planting is required.
- All litter and rubbish is removed from beds and borders.
- Edges are trimmed and cleared.
- Forest bark mulch is topped up once a year to help reduce the effect of weed growth.
- Trees within these areas are checked and minor maintenance work is carried out.

## The Complaints Service Standard

- Most complaints will be appropriately dealt with by the member of staff normally responsible for delivering the service, however there will be situations when the complaint should be considered and responded to formally.
- All complaints will be acknowledged in writing within three working days of receipt. The Chief Executive will be responsible for ensuring that all complaints are properly investigated and responded to.
- In the majority of cases complaints will be investigated and responded to within ten working days of receipt. However in some cases this timetable will be extended. If this is necessary the person making the complaint will be kept informed.
- The person making the complaint may appeal. The request for an appeal will be reviewed by a Board member. If the complaint is referred to the Board the person making the complaint may choose to have their appeal heard by the full Board or by an Appeals Panel.
- The Public Services Ombudsman will also deal with complaints whether or not they have been dealt with through this Complaints Policy although the opportunity to respond to complaints before they are referred to the Ombudsman would be appreciated. Their address is:

### **Public Services Ombudsman for Wales**

1 Ffordd yr Hen Gae, Pencoed, Bridgend CF35 5LJ

Telephone: 01656 641150

Fax: 01656 641199

Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

Web: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)