



## **CHISEL Service Standards for Tenants**

### **General**

CHISEL is a small housing association and aims to provide a personalised service to tenants. We provide contact details for all our staff to all tenants. We aim to answer phone calls promptly and in person whenever the office is staffed and to respond as soon as possible to messages left on our answering service when the office is closed.

You can expect to be treated with respect and dignity in all your dealings with the association.

We appreciate that we are not perfect and can sometimes fail to achieve the standards that we aim to meet. We value your feedback. We hope that you will feel able to let us know both when you are pleased with what we do and when you are not. We are committed to learn from our mistakes.

We aim to give you the best possible service that we can and have set ourselves service standards so that you can know what level of service to expect. These standards have been developed with the help of tenants on the CHISEL Tenant Sounding Board.

We aim to achieve the following specific service standards:

### **If you contact us**

- We will respond to emergency repair requests taken on our emergency number within 24 hours.
- We will respond to all other phone messages, e-mails and letters within 5 working days of receipt.
- If you call at the office we will aim to see you and deal with your problem without delay - although we advise you to make an appointment if you want to see a specific person.
- We will arrange to visit you at home if you need to meet with us and you find it difficult to come to our office.
- We will keep you informed about when staff are available.

### **Our performance**

- We aim to get things right first time and every time.
- We aim to achieve a 95% satisfaction rate (of those who respond) for all our services.
- We aim to carry out 95% of repairs within the target time set for the repair (emergency repairs 24 hours, urgent repairs 7 days, short-term 14 days, medium term 28 days, long-term 90 days).

### **Having your say and getting involved**

- We will consult tenants on proposed policy changes which affect them and will advise tenants of the outcome.
- We will consult with tenants and/or groups of tenants where appropriate about programmed repairs to groups of properties and will provide an estimate by when works will be completed whenever possible. We will try and keep tenants informed of any delays.
- We will acknowledge or respond to any response that you provide to a consultation exercise.
- We will keep you informed about what we are doing and how well we are doing it and will provide various different ways for you to influence what we do and to become involved in our work.
- We will support groups of tenants who have formed or want to form co-ops to manage or part manage their homes.

### **If you need to complain**

- We will acknowledge receipt of your complaint within 5 working days and seek to resolve the matter within 10 working days.
- If we cannot resolve your complaint within 10 days we will explain why this is the case and keep you informed of progress.

### **Compensation**

- We will say sorry and pay compensation to you if we seriously fail to meet our standards.

### **In return we expect you to**

- Be polite to our staff and contractors.
- Provide access to your home as needed so that we can fulfil our maintenance responsibilities and carry out annual gas safety checks.