

service standards



our local offer to you

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our offer to you

Incommunities are committed to providing excellent services. Our service standards describe the offers we have made and agreed with you. You can expect all of our staff and contractors to meet these standards when delivering any of our services.

Our service standards have been developed with our customers and reflect those things which customers have said matter most to them.

We believe that we need to constantly monitor our performance to be able to achieve these standards. We will measure how we are performing against these standards in a number of ways and publish the results in the @home newsletter for Incommunities customers and on our website, www.incommunities.co.uk. We will also provide our customer scrutiny panels, such as the Local Management Trust Committees, with regular updates.

If you feel we have fallen short of any of these standards, please let us know. You can simply call us and tell us or use our complaints, comments and compliments leaflet; available in all of our public offices and on our website.

We are always looking for new ways to improve and enhance our service to you and we welcome any comments you would like to make.

we need you

If you want to be more involved in helping us to improve the services you receive and the area you live in, there are many different ways that you can do this.

Incommunities 100 Club offers you the opportunity to be involved in developing and checking our services at a level that suits you. Each method has been developed with our customers and is detailed below:

- ▶ customer inspector
- ▶ email
- ▶ focus group
- ▶ home visit
- ▶ mystery shopper
- ▶ questionnaire
- ▶ telephone
- ▶ text

100 Club members are automatically entered into a free prize draw every January, April, July and October to win £100 in shopping vouchers.

For more information on how to join the 100 Club please contact the Customer Insight Team by:

- ▶ **telephone:** 01274 257227, 257228, 257755 or 254131
- or
- ▶ **email:** involvement@incommunities.co.uk
- or
- ▶ **visit:** www.incommunities.co.uk

Alternatively, you can pick up a 100 Club leaflet and application form in any of our offices.

customer care standard

- ▶ we will acknowledge all letters or emails within 2 working days and respond in full within 10 working days. We will confirm these dates with you
- ▶ we aim to answer all calls made by our customers
- ▶ if you need an appointment for a service we will ensure we provide an appointment time that is suitable for you
- ▶ if you prefer, we will visit you at home
- ▶ we aim to resolve your query the first time you contact us
- ▶ we will treat you with courtesy and respect and in accordance with your individual needs

complaints standard

- ▶ we will acknowledge all complaints within 2 working days and respond in full within 10 working days unless alternative timescales are agreed between us
- ▶ we will provide a named officer to investigate your complaint
- ▶ we will let you know the outcome of your complaint and anything we have learned or changed as a result of your complaint
- ▶ we aim to achieve good levels of satisfaction with the way we handle complaints and will report on this in full every year in the @home newsletter for Incommunities customers and on our website

equality and diversity standard

- ▶ where we can we will arrange, on request:
 - ▶ a signer, translator or interpreter
 - ▶ a scribe or reader
 - ▶ same sex interviewers
 - ▶ information in a variety of formats including Braille, audio tape or large print or in an alternative language
 - ▶ we will ensure all of our public access offices are accessible to people with a disability
 - ▶ we will investigate where particular groups of people are less satisfied with a service than customers as a whole and identify where particular groups of customers are not accessing a service
 - ▶ we will ensure all of our services can be accessed through e-mail, via the internet, by telephone, by post, in person and by any other reasonable means
 - ▶ we will establish a LGB (lesbian, gay, bisexual) focus group to identify the housing needs of the LGB community and consider the needs of LGB people when planning and delivering services
 - ▶ we will support bi/multi-lingual customers to be accredited in translation and interpretation so that they can use their skills in a professional paid capacity
 - ▶ we will use our Local Area Plans to engage with settled gypsies and travellers and consider their needs when planning and delivering services
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homes standard

repairs including gas

- ▶ we will complete your repair at a time that is convenient to you
- ▶ after carrying out any work, we will ensure we do not leave any mess or damage in your home
- ▶ we aim to carry out your repairs as efficiently as possible and with the minimum number of visits
- ▶ where you have gas appliances, we will ensure we complete a Gas Safety Check in your home each year and provide you with a certificate
- ▶ if you have a loss of heating and hot water we will aim to respond to elderly customers (aged 60+), customers with a recognised illness or disability that will be severely affected and customers with young children (under 5 years) within 2 hours of the repair being reported. We will also offer alternative heating if the repair is likely to take some time

aids and adaptations

- ▶ we will consider your request for an aid or adaptation and make a decision to approve or decline the request within 60 days
- ▶ if we refuse your request for an aid or adaptation, we will provide you with a full explanation within 10 days of the decision
- ▶ we will ensure that any aid or adaptation installed in your home is fit for purpose and that you are satisfied with the service you receive from us



development and regeneration

- ▶ we will tell you about any work that is scheduled to be carried out in your home and you will be offered a visit prior to any major work starting. We will keep you informed about any health and safety issues, answer any questions you might have about the work and discuss any concerns
- ▶ where the type of work allows, we aim to offer you a choice, for example a range of finishes and designs of kitchen units
- ▶ if there are any circumstances where you will be left without a supply of heating, electricity or water we will let you know and make suitable arrangements with you
- ▶ we will ensure your home is maintained to the Decent Homes Standard as a minimum



tenancy standard

allocations

- ▶ we will publicly advertise all our available properties using a variety of methods and ensure you can speak to someone about what is currently available for rent
- ▶ if you apply for a home we will tell you how long you are likely to wait for different types of properties in different areas
- ▶ you will be given the chance to visit the property you are offered before you are asked if you want to take the tenancy
- ▶ we aim to come to an agreement with you about the works that will be carried out to your home before you move in
- ▶ we will visit you within 2 weeks of you moving into your new home to make sure you have settled in and answer any questions you might have
- ▶ we will offer help to any customer who lives in a 2, 3 or 4 bedroom house and wants to move to a smaller Incommunities' property. We will help with organising removals, the cost of decorating the smaller property, buying new carpets and contacting utility companies

leasehold

In some cases your lease will differ from some of the standards outlined. These differences will mainly be about our obligation to repair or maintain the inside of your home.

- ▶ we will consult with you if we plan to carry out any major work or improvements to your building and advise you exactly what work we will be carrying out and if there will be any costs for you. We will offer advice about your payment options
- ▶ we will provide you with regular invoices for service charges with details of how the charges have been calculated and the level of service you can expect

rent

- ▶ we will write to you every year to tell you what your rent and service charges will be for the following year and tell you how we have arrived at the cost of the service charges
- ▶ we will send you a rent statement 4 times a year, showing all payments and charges on your account
- ▶ we will offer you a range of ways to pay your rent that suit you
- ▶ if we have not received a payment we were due, we will notify you within 7 days of non-payment and offer suitable ways for you to pay the money you owe us
- ▶ rent credits refunds will be made within 14 days of receiving a request
- ▶ if you owe us money from a previous tenancy we will remain in contact with you to

ensure this is resolved

housing access and advice

- ▶ if you are threatened with being homeless or need housing advice, we will see you within 10 days
- ▶ we will try and find a way to prevent you losing your current home and offer you a range of options that address your housing needs
- ▶ we will ensure emergency accommodation is available on the day that you need it if you have nowhere to stay and have been assessed as being in need
- ▶ we will identify any support needs you have at an early stage and refer you to the appropriate agencies that can meet those needs
- ▶ we will make homeless decisions as quickly as possible but at the most, within 33 days

sheltered housing

- ▶ new customers moving into a sheltered home will have a needs assessment carried out before being allocated a property and a support plan will be put in place within 2 weeks of moving in. This support plan will be reviewed every six months
- ▶ customers will be contacted in accordance with the support plan agreed
- ▶ we will fix Trustcare alarm faults within 24 hours
- ▶ in an emergency the Trustcare mobile service will be there within 30 minutes of the customer requesting assistance
- ▶ we will hold consultation events in all of our sheltered housing or linked schemes throughout the year. We will talk about issues affecting customers; identify areas for improvement and consult on any proposals to change services or policies. We will also meet with members of Senior Voice (a focus group for senior customers) every 3 months

supported housing

- ▶ we will offer intensive family support to families in crisis and respond within 10 days of any service request



neighbourhood and community standard

grounds maintenance

- ▶ we will clean every block we are responsible for in accordance with the schedule displayed in each block
- ▶ we will maintain all grassed areas, shrubs, plants, hedges and trees that we are responsible for as per the schedule notified to you
- ▶ we will keep land we maintain within your neighbourhood clean and tidy and respond to requests to ensure rubbish and waste is removed within 5 days

anti-social behaviour

- ▶ we will remove all racist or abusive graffiti within 1 working day and remove all other graffiti within 5 working days of us being notified
- ▶ we will offer a 24-hour anti-social behaviour hotline
- ▶ we will acknowledge complaints of anti-social behaviour within 24 hours of it being received and contact the person making the complaint within 2 working days to obtain full details and arrange an interview
- ▶ we will provide a named officer to deal with your case, agree an individual action plan with you to resolve the problem and keep you informed of progress throughout the investigation
- ▶ we will dedicate resources to address any incidents of harassment or hate crime and find an effective solution to stop them



conciierge and CCTV

- ▶ we will respond within 3 working days to a request for information recorded by the CCTV system (a fee could be charged for this service)
- ▶ where the service includes active monitoring the CCTV Monitoring Station will aim to answer telephone calls within 20 seconds
- ▶ where the service includes active monitoring the CCTV Monitoring Station will be staffed 24 hours a day, 7 days a week, 365 days of the year

working with others

- ▶ we will develop a plan for your neighbourhood in consultation with local residents which aims to improve the quality of life for residents, and publish this at least every two years
- ▶ we will host and promote resident walkabouts in your neighbourhood and advise you of any actions we have taken following the walkabout

value for money

- ▶ we will ensure we consult with you about the services you receive and give you details of costs so you can decide if the service offers value for money



employability

- ▶ we will offer you a range of services to help you to gain employment, start up your own business or access training opportunities. These include:
 - ▶ helping you to assess your skills and develop a personal action plan
 - ▶ working with you to build your confidence and help you achieve your goals
 - ▶ helping you to access other services, such as Better Off In Work Calculations; enterprise advice; work experience and volunteering placements
 - ▶ helping you to access other training opportunities, including English for Speakers of Another Language; language and literacy and basic skills
 - ▶ offering training on the Construction Skills Certificate Scheme (CSCS) and helping you to obtain a CSCS card
 - ▶ holding outreach surgeries in our neighbourhoods where you will be able to access advice on employment and training
 - ▶ offering access to low cost office space, virtual office services, business support and guidance through our GRID enterprise centre

involvement and empowerment

- ▶ four @home customer newsletters will be provided each year to all tenants and leaseholders
- ▶ customer involvement opportunities will be publicised on the Incommunities website, in the @home customer newsletter and in the quarterly consultation calendar displayed within each office
- ▶ an agreed level of funding and support will be provided for all customer groups such as recognised tenants and residents associations
- ▶ appropriate training will be offered to involved customers who are active in the community or within our decision making structures
- ▶ tenant representatives will be included on Incommunities Group and Housing Association Boards
- ▶ local management trust committees will scrutinise the quality of services offered and the majority of members who are involved will be customers



contact us

Incommunities

Commerce House, 24 Kirkgate, Bradford BD1 1QL
commerce.enquiry@incommunities.co.uk

tel: 01274 254700

Incommunities

Dudley Hill Business Centre, Knowles Lane, Bradford BD4 9SW
dudley-hill.enquiry@incommunities.co.uk

tel: 01274 257200

Incommunities

6-14 Devonshire Street, Keighley BD21 2DG
aw.enquiry@incommunities.co.uk

tel: 0845 166 0100

Incommunities

The Old School, Wrose Brow Road, Shipley BD18 2NT
shipley.enquiry@incommunities.co.uk

tel: 01274 257300

Income Team

tel: 01274 254777

Repairs Hotline (24 hour)

tel: 01274 257003

Anti-Social Behaviour Hotline

tel: 01274 254274

open moves

tel: 0845 141 6666

Estate and Support Services

tel: 0845 112 4000

Leasehold and Home Ownership

tel: 01274 254275

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 01274 254321

اگر آپ کو یہ معلومات کسی دیگر شکل بشمول بڑے حروف، آڈیو / سی ڈی / ٹیپ، بریل میں یا کسی اور زبان میں ترجمہ شدہ شکل میں چاہیے تو براہ کرم 01274 254321 پر ٹیلیفون کریں۔

V prípade, že máte o túto informáciu záujem v inom formáte, vrátane veľkého písma, audio CD/kazety, Braillovho písma alebo o jej preklad do iného jazyka, kontaktujte nás prosím telefonicky na čísle 01274 254321.

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www.incommunities.co.uk

