

Service Standards



The following are the standards of service that you should expect to receive for us. If we fail to deliver, you should let us know through our complaints process.

Customer Promises

Below are the promises that we make to our customers;

Your letters

- We will acknowledge all letters.
- We will reply to your letter within 7 working days of receipt.
- If a full reply is not possible within this timescale, you will be advised of this.
- If we are unable to give you what you want, we will do all we can to suggest suitable alternatives.
- We will write in a friendly style and in straightforward language.
- The writer's name will be clearly shown on the reply.

Personal contact

- We will be polite and helpful at all times.
- Our advice to you will be clear and informative.
- We will always be presentable, courteous and friendly.
- Our staff will display name badges so that you know at all times whom you are seeing.
- We will ensure that you do not have to wait longer than 10 minutes to see a member of staff in our office.
- Our interviewers will be prepared where at all possible.
- You can arrange to see a more senior member of staff if you are unhappy with the service you have received.

Telephone calls

- When you telephone, the person who takes your call will introduce himself or herself at the start of the conversation.
- This person will normally deal with your enquiry. However, he or she may transfer your call to the right person or arrange to call you back.
- Where the information to answer your enquiry is not immediately at hand, you will be contacted either by a return call or by letter.

At your home

- Those staff who visit customers are always happy to give their names and to show their identity card.
- Appointments made to visit you at home will be kept at all costs.
- We are always happy to arrange a home visit if you require one.

Service Commitment

- We will deliver high quality services making the best use of our resource.
- We will use your views to improve the quality of our service.
- We will treat you fairly and with respect.
- We will respond to your enquiries, complaints and comments.
- We will always be approachable and professional.
- We will keep you advised of our activities and consult you when changes to services are being considered

Service Standards	Tenancy Sustainment
What we will do:	
<ul style="list-style-type: none">• We will review the support needs of new tenants during the contract exchange process to ascertain any support requirements and provide or sign post to relevant agency.• We will complete a new tenant visit 6 weeks from tenancy start date.• Depending on outcome of new tenant visit, further visits may be arranged. These will be weekly or fortnightly dependent on new tenant's needs.• We will complete an annual home visit. Here we will ask how you feel about ANCHO and the services we provide. We again will look at any support requirements you may have at this time.	

Service Standards	Estate Management
What we will do:	
<ul style="list-style-type: none">• We will aim to attend to any estate management complaints within 5 working days• We will complete estate inspections every 2 weeks.• We will try to ensure our estates are vandalism free.• We will encourage tenants to ensure gardens and hedges are neat and tidy.• We will liaise with other agencies i.e. environmental health, cleansing to improve the condition of our estates (for example dog fouling, fly-tipping and graffiti)• We will implement close cleaning rotas where required• We will carry out any communal repairs within set timescales	

Service Standards	Antisocial Behaviour
What we will do:	
<ul style="list-style-type: none"> • We will take a firm, fair and objective approach to dealing with complaints. • We will make it easy to report complaints • We will record the information provided accurately • We will provide appropriate advice and assistance • We will visit where required within the required timescales agreed within our policy. • We will keep complainants notified on progress by means of telephone, letter, email or home visit. • We will take legal action where required • We will notify all parties of outcomes and any action taken or action plans agreed once investigations complete. 	

Service Standards	Reactive Repairs
What we will do:	
<ul style="list-style-type: none"> • We will provide an emergency repairs service 24hrs a day 365 days a year. • We will provide a variety of ways to report a repair (phone, website, email, smartphone app and letter.) • We will complete your repair requests within our published timescales. • We will offer you a repair by appointment where appropriate. • We will advise if your repair qualifies as a Right to Repair job and what this means to you. • We will provide you with a receipt for all repairs reported. • We will leave a calling-card to advise of our visit if you have been unable to provide access. • We will complete all work in a professional, courteous & safety conscious manner. • We will post inspect a minimum 15% of repairs completed to ensure quality is consistent. 	

Service Standards	Planned Maintenance
What we will do:	
<ul style="list-style-type: none"> • We will inform you in advance where possible, of any work we plan to complete e.g., kitchens, bathrooms etc. • We will offer you choices in the work to be completed, where possible. • We will complete an asbestos check on a % sample of property types prior to start of any work. • We will write to you with further details of works planned when the full work programme available. • We will answer timeously any queries you may have regarding the proposed works. • We will ensure completion of supervisory visits during works. • We will complete 100% inspection of work completed. • We will compile and review information returned within satisfaction survey forms provided 	

Service Standards	Gas Safety
What we will do:	
<ul style="list-style-type: none"> • We will complete an annual service/check of your gas appliances every 10 months • We will notify you of your service date by letter, text and phone call. • We will provide a 24hr, 365 days a year call out service. • We will offer you temporary heaters should you have a full system failure. • We will card and letter you for a further access arrangement should 1st date access fail. • We will endeavour to repair system faults during first visit. If parts are required you will be notified as soon as parts are in stock. A fitment date will be offered at this time. • We will review and record annual gas service record of all properties. • We will complete void gas checks prior to start of each new tenancy. 	

Service Standards	Rents
What we will do:	
<ul style="list-style-type: none">• We will issue annual rent statements providing up to date information.• We will provide a variety of ways for you to pay your rent such as post office, Paypoint, over the phone, internet, direct debit, standing order.• We will allocate rent monies to tenancy within 2 working days.• We will provide up to date information when asked.• We will act timeously to prevent rent arrears by keeping tenants up to date and notify at the first sign of arrears i.e. housing benefit suspension.• We will work closely with you if you fall into arrears with your rent, and encourage you to repay your arrears either in full or by arrangement.• We may evict tenants who do not pay their rent, but only as a last resort.	

This list of service standards is not exhaustive. We hope that the relationship we aim to build with you can be based on trust and respect, cultivated through our excellent service standards.

ANCHO are committed to the provision of an efficient and effective service to our customers in a polite and respectful manner. In the delivery of this service, our staff have the right to expect that they will also be treated with respect.

- ANCHO employees will not tolerate violence in any form, including the use of foul or abusive language.
- Visitors to ANCHO premises acting in an inappropriate manner towards staff will be requested to leave and, if necessary, Police action will result.
- Incidents that occur in the community as a consequence of staff carrying out their duties will be reported to the Police in every instance.

We expect that our customers will appreciate the standard of care extended to them and respond in a positive manner by:

- Treating our staff with respect by being polite and courteous
- Avoiding using abusive language or threatening behaviour.
- Meeting the terms or reasonable requests made by staff members
- Providing information requested within a timescales indicated.
- Understanding that, in some instances, ANCHO may be unable to help you directly. Where this is the case, we will make every effort to assist you in sourcing the agencies that may be able to help.

Questions

We're happy to help if you're unsure about what to do. Just call our Freephone number **03030 300 999**



Telephone: 01294 313121



Email: mail@ancho.co.uk



Web: www.ancho.co.uk

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