



# Haig Housing Customer Service Standards: Our Policy

Haig Housing is committed to following six Service Standards (formerly known as the 'Local Offer'):

1. **Tenant Involvement and Empowerment Standard**
2. **Home Standard**
3. **Tenancy**
4. **Neighbourhood & Community Standard**
5. **Value for Money**
6. **Governance and Financial Viability**

## **1. TENANT INVOLVEMENT AND EMPOWERMENT STANDARD**

### **We will:**

- Act professionally
- Treat beneficiaries with respect and courtesy
- Be helpful
- Aim to resolve enquires at first point of contact, give clear explanations if not possible and provide information about possible alternative options
- Be available by phone 0900 – 1700hrs, Monday to Friday (excluding holidays)
- Provide an 'out-of-office hours' emergency repairs telephone service
- Arrange home visits if needed, within office hours
- Write to confirm any arrangements or agreements made during the visit
- Acknowledge letter or e-mail communications within a reasonable timescale
- Acknowledge when delays are likely and provide timescales for a full response
- Arrange for translation or interpreting for important matters and Braille, large print or audio recording for impaired tenants

## 2. HOME STANDARD

### We will:

- Aim for all properties to meet the 'Decent Homes' standard, i.e. to be 'fit for purpose' as basic good quality charitable housing
- Manage all properties to meet the needs of existing and future beneficiaries
- Maintain properties with a planned repair and improvement programme
- Seek value for money by using cost effective procurement methods
- Consult with tenants affected by improvement schemes
- Carry out satisfaction surveys in relation to day-to-day repairs, planned maintenance and improvement programmes
- Repair properties in accordance with the Trust's Repair Policy
- Meet legal requirements such as carrying out annual Gas Safety inspections

## 3. TENANCY STANDARD

### We will:

- Give information on housing-related options to applicants
- Let properties in accordance with the Trust Deed and Trust policies
- Offer a range of tenures to meet the specific needs of beneficiaries
- Comply with the Trust Deed and specific Service covenants
- On occasions, if felt necessary, hold properties empty for severely disabled Service personnel
- Set rents in accordance with the Trust Deed
- Set service charges to take account of the costs of providing services

## 4. NEIGHBOURHOOD & COMMUNITY STANDARD

### We will:

- Fully investigate complaints of anti-social behaviour
- Inform complainants of action being taken
- Work with other agencies such as the Police Service to deal with proven perpetrators
- Secure empty properties
- rent properties in low demand areas at market rent to minimise long-term empty homes
- Carry out periodic Estate Inspections
- Continue the Volunteer Estate Monitor scheme

## 5. VALUE FOR MONEY STANDARD

### We will:

- Aim to achieve value for money in all our activities through the annual budgeting processes
- Monitor the condition of all properties to identify costs and set priorities for repairs and improvements
- Analyse feedback on day-to-day and programmed works to improve service

## 6. GOVERNANCE AND FINANCIAL VIABILITY STANDARD

### We will:

- Manage the Trust following the Trust Deed and legal and statutory obligations
- Adopt an appropriate Code of Conduct for the management of the charity
- Ensure that the charity remains financially viable
- Monitor risk and manage it through the Trustee led committee structure
- Aim to have two Management Committee members who are beneficiaries to ensure a tenant perspective is applied at the highest level of the Trust's management