



customer care service standards

What you can expect from us when you access our services.

Finance

We will...

- Process rent receipts by 5pm on the Friday of the week we receive them.

Repairs

We will...

- Keep appointments to carry out repairs.
- Let the customer know in advance if we are unable to keep the appointment.

Gas Repairs and Servicing

We will...

- Send customers an appointment letter for their annual gas safety inspection.

Customer Involvement

We will...

- Let customers know every year the impact their involvement has made in the decisions we make and the services we provide.
- Provide places on our Board of Management for customers.

Income Management

We will...

- Visit customers within three working days of receiving a request.

Neighbourhood Management

We will...

- Visit customers within five working days of receiving a request.
- Make sure that customers can report anti-social behaviour 24 hours per day, every day of the year.
- Interview customers within 24 hours of receiving a Category A anti-social behaviour complaint (for example, hate crime or violence).
- Interview customers within five working days of receiving a Category B or C anti-social behaviour complaint (for example, persistent nuisance or loud music).

Lettings

We will...

- Process housing applications and transfer forms within five working days of receipt.
- Get two references and interview customers before an offer of a tenancy is made. One reference can be accepted where a second cannot be provided, with the authorisation of the Lettings Manager.
- Meet the customer, explain the tenancy agreement and do the 'sign up' with them – where they will sign their new tenancy agreement with us.
- Provide customers with at least two sets of keys to their new home.

equality, diversity and inclusion

We believe everyone should be treated fairly with dignity and respect. We have an equality, diversity and inclusion **framework**, which aims to eliminate discrimination and promote equality. Please contact us on **0300 561 1111** if you would like a copy.





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Planned Improvements

We will...

- Provide and agree choices with customers before carrying out improvements to their home.
- Confirm customers choices in writing and provide a guidebook for improvement works.
- Let customers know when improvement works are due to start in their home, we will do this at least one week before the work starts.
- Inspect completed improvements to check the quality of the work.
- Respond to any:
 - Emergency defects within 24 hours
 - Urgent defects within three working days
 - Normal defects within 10 working days, during the defect period for new homes and improvement works.

Homeownership

We will...

- Confirm reasonable requests or permissions (in accordance with the terms of the lease) within 10 working days.
- Consult on any planned maintenance where required.
- Provide leaseholders, with an estimated service charge budget each year before the start of the financial year.
- Provide leaseholders with a finalised set of accounts after the financial year has ended.
- Carry out monthly inspections of the buildings and shared spaces.

Sales and Marketing

We will...

- Process completed application forms within two working days.
- Direct customers to an independent financial advisor.
- Offer customers an appointment to view any new home within two working days, at a time to suit them.

Sheltered housing

We will...

- Offer customers a copy of their support plan and help them to understand it.
- Hold meetings with residents at least every three months.
- Provide customers with a daily wellbeing call (where applicable), unless they have opted out of the call scheme.

Supported housing

We will...

- Offer customers a copy of their support plan and help them to understand it.
- Hold meetings with residents at least every three months.

For more information about these standards, or if you think that we have not met them, please contact us on **0300 561 1111** or email us contact@irwellvalley.co.uk.

