



## Service Standards and Commitments

Our aim is for you to enjoy living in your home and that is why we are committed to providing you with an excellent service at all times. This commitment comes from our social purpose, vision and values:

### Our Social Purpose

- Our social purpose is to provide housing and support services.

### Our Vision

- WFHA is working to deliver a future where everyone, in every community we serve, has a safe, truly affordable home and great life chances, in a society where they are valued and respected.

### Our Values

- We **RESPECT** people and communities through our belief in equality, inclusion and the value of diversity. We believe we have more in common than things that separate us.
- We **EMPOWER** people and communities by maximising strengths and opportunities and building resilience.
- We are **AMBITIOUS** constantly improving, delivering better value for money and striving to provide more homes and services.
- We **CARE** about what we do, step up to take responsibility and are passionate about our social purpose and making a positive difference.
- We are **HONEST**, act with integrity and are accountable to our tenants, our partners and each other.

## Our Service Commitments



### Phone Calls – we will:

- Answer telephone calls as quickly as possible
- Give our name
- Give our company name
- Greet you in a polite and pleasant way
- Ask security questions to protect your data and ensure we are speaking with the relevant person

### Letters – we will:

- Acknowledge all letters within 2 working days
- Provide a full response within 10 working days
- Tell you if a reply will take longer to answer and why
- Record all letters and keep a copy on a central file

### E-mails - we will:

- Acknowledge all e-mails within 2 working days
- Reply in full to all e-mails within 10 working days
- Tell you if a reply will take longer to answer and why
- Have an out of office automatic reply on e-mails when away for one working day or more, which will include details of another person to contact

### Texts – we will:

- Acknowledge text messages within 2 working days

### Messages – we will:

- Check voice mail messages regularly throughout the day.
- Respond to messages by the end of that working day, or if we are out of the office, our message will say when we will return your call and;

### **Reception – we will:**

- Be accessible to all callers
- Ensure the reception area is clean and tidy
- Have a range of up-to-date leaflets available
- See you at your appointment time if you have one

### **Rent Services – we will:**

- Make it easy to pay your rent and tell you how to do it
- Provide you with a rent card within 5 days of your tenancy starting
- Provide a rent statement at least once every 3 months and on request
- Consult you about changes to service charges and give 28 days' notice of changes

### **Allocations and Re-housing – we will:**

- Make sure that all homes meet our agreed lettings standard
- Provide you with a copy of your tenancy agreement and the tenants' handbook
- Visit you within 6 weeks of you moving in to your new home
- Process transfer applications within 20 days and confirm that your application is live on our transfer list and contact you if a property that matches your request



### **Repairs - we will:**

- Carry out routine repairs within 28 days (a routine repair is undertaken where the situation does not pose inconvenience or danger)
- Carry out urgent repairs within 7 days (urgent repairs are undertaken where there is substantial inconvenience, damage or danger)
- Carry out emergency repairs within 24 hours to ensure your safety (emergency repairs include leaks, no drinking water no electricity or blocked toilets)
- Provide this emergency service out of normal office hours
- Ensure all contractors wear ID badges when attending your home or site

- Consult our tenants about major programmes of work or improvement



### **Aids and Adaptations - We will:**

- Acknowledge your request for an adaptation for a disability need within 2 days
- Advise you to contact your GP or occupational therapist within 5 days, requesting an assessment of your home
- Carry out all adaptations under £1,000 ourselves

### **Estate Standards and Estate Inspections – we will:**

- Maintain an estate improvement budget
- Remove all bulk rubbish within 5 days of you telling us about it
- Carry out routine estate inspections including communal areas
- Conduct these inspections with tenants where available to ensure agreed standards are met
- Carry out any necessary communal repairs and estate improvement works

### **You're Safety – we will:**

#### **Hate crime and Anti-social behaviour**

- Arrange to interview individuals if you experience hate crime or anti-social behaviour for example: - noise nuisance, damage to vehicles, violence or threat of violence
- Work with individuals to agree an action plan for managing their case of Anti-Social Behaviour
- Ensure the individual is satisfied with the handling of the case

**Harassment – we will:**

- Make initial contact within 24 hours of an incident of harassment reported. Our staff will work in partnership with other agencies to prevent and manage Anti-Social Behaviour cases

**Domestic Violence – we will:**

- Make initial contact within 24 hours of an incident being reported of domestic violence/abuse
- Offer and arrange the opportunity to be interviewed by an officer of the same sex if requested
- WFHA will take a person centred approach in supporting individuals that have been subjected to violence and respond to each case on a one to one basis. We recognise that evidence of violence may not be available and will accept the individuals account. We will not insist on the individual providing evidence.

**Graffiti – we will:**

- Remove offensive and hate crime graffiti within 2 working days of it being reported
- Remove other graffiti within 7 days of it being reported