



Service Standards and Commitments

Our Social Purpose:

Our social purpose is to provide good quality housing.

Our Vision:

WFHA is working to deliver a future where everyone, in every community we serve, has a safe, 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** and constantly improving, delivering better value for money; 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, partners and each other.

Treating People Fairly

WFHA promotes equality and does not tolerate racism or discrimination. We are an anti-racist association.

We provide a responsive service to our customers, based on the diverse needs of tenants and communities. Our information is sourced from equality data collected from our tenants to ensure we deliver the best individualised service.

Everyone is different and has different needs. WFHA greatly values and appreciates diversity and we aim to recruit a staff team who reflect the diversity of our tenants.

Please see our Equality and Diversity Policy which is available on our website.

Introduction

Our tenants are at the heart of our business.

These Standards have been set out to ensure you know what can be expected from us as your landlord, regardless of where you live, what type of tenancy you have and what type of home you live in.

This standard has been created with the support of our Tenant Scrutiny Panel, who have provided a valuable insight from a tenant perspective.

The information below lets you know about the different ways to communicate with us and the services we deliver to you.

Different ways we can communicate with each other

Phone Calls

- We will answer telephone your call as quickly as possible, greet you in a polite, friendly manner and let you know who you are speaking with.
- To protect your personal information, we must ask you some security questions when you call us so that we know we are speaking to the right person.

Messages

- If you leave us a voicemail message, we will 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.

Letters and Emails

- If you send us a letter or email us, we will acknowledge your correspondence within 2 working days, and provide a full response within 10 working days.
- Sometimes things take a little longer to investigate, so we will write to you to let you know this and the reasons why.

- If the person you are writing to is away from the office, you will receive a response to let you know and the name of a different member of the team who can help you while they are away.
- For information about complaints, refer to the section “When things go wrong”.

Tenant Portal

WFHA have a new secure online tenant portal. It is available 24 hours a day and is an easy and convenient way of helping you manage your tenancy.

The self-service portal allows you to:

- Report a non-emergency repair
- Check your rent account
- Print a rent statement
- Give us a compliment or make a complaint
- Check and update some of the information held about you and your household
- Engage with us in other ways

Please visit our website: www.wfha.org.uk –to set up your tenant portal account, or contact 020 8524 6987, option 4 for more information or help.

Visits to our office

- Our offices are not open to the public, therefore if you want to see a member of the team, please contact us and we will make you an appointment.

Quality services we will deliver to you

Rent services

- We will make it easy for you to pay your rent and tell you where and how to pay when you first sign your tenancy with us.
- A rent card will be sent to you within 5 working days of your tenancy starting.
- Rent statements are sent to all tenants every 3 months and if you need one sooner, let us know and we can send one to you. You can also access this via the online Tenant Portal.
- If there are any changes to the services you receive, we will consult with you about charges that might be applied each year giving you 28 days’ notice.
- We will also give you 28 days’ notice of the change to your rent each year.

Allocations and re-housing

- We will make sure that all homes meet our agreed letting standard.
- You will receive a copy of your tenancy agreement and a copy of your tenant handbook.
- One of our officers will come and visit you within 6 weeks of you moving into your new home.
- If you are interested in moving to another property within the association, your application will be processed within 20 days, and if accepted onto our transfer list, you will be contacted if a property matches your needs.

Housing related support

- If you live in our sheltered or supported housing, we will help you to manage the impact of changes to benefits and signpost you to support and specialist information, advice and guidance services.

Repairs

Our repair response times are as follows:

- Routine repairs will be carried out within 28 days (a routine repair is undertaken where the situation does not pose a danger).
- Urgent repairs will be completed within 7 days (urgent repairs are undertaken where there is substantial inconvenience, or ongoing damage).
- Emergency works will be completed within 24 hours to make things safe for you (emergency repairs include uncontained leaks, no drinking water, no electricity, or blocked toilets).
- An emergency make safe service is available outside of normal business hours.
- If a contractor is visiting your home or the area you live in to carry out a repair, they will wear ID badges which show their name and the organisation they are working for. Please ask to see this before letting them in.
- You will be informed prior to major programmes of work or improvement programmes taking place so that you can have your say.

Aids and adaptations

- If you have a disability that requires an adaptation to your home, let us know and we will acknowledge your request in the normal timescale mentioned above.
- We will complete any approved adaptations up to the cost of £1,000.
- If the adaptation is going to be a large piece of work - works costing more than £1,000 - we will make a referral on your behalf to external services.

Estate Standards and Estate Inspections

- Large bulk rubbish will be removed within 5 days of you telling us about it.
- Estate inspections are carried out monthly. We will advertise when we are coming and tenants are welcome to join us to ensure agreed standards are met.
- Communal repairs and estate improvement works identified and agreed from our estate inspections will be carried out in line with our repair timescales.

Keeping you safe

As your landlord we treat your safety with the highest priority. If you have any concerns regarding the safety of your home or the area where you live, please let us know so we can assess the situation and take the necessary action.

Health and safety testing and inspections

- Annual Gas safety Inspections will be carried out at all properties with a gas supply.
- Periodic electrical testing will be carried out every 5 years in your home and communal areas.
- Fire Risk Assessments will be carried out in the communal areas of your scheme every 3 years.
- Health and Safety Inspections (both communally and in your homes) will be carried out at least every year.
- If you have concerns about the safety of your home or the building in which you live, please let us know.

Hate crime and anti-social behaviour

Hate crime is the term used to describe a crime against someone that is motivated by hatred or hostility towards people who share certain characteristics. These include disabilities, race, sexual orientation, religious belief, or gender identity. Incidences of hate crime include violence against you or the threat of violence, noise nuisance, damage to your vehicle etc.

If you experience such behaviour, please contact the police and let us know. We will arrange an interview with you to talk about how we can support you.

We will contact you as quickly as possible and in any event by the end of the next working day. Our staff will work in partnership with other agencies to prevent and manage anti-social behaviour cases.

We will work with you, and the parties involved to agree an action plan. We will also check that you are satisfied with the handling of the case.

Domestic Abuse

Domestic violence is a crime – everyone living in our housing has the right to be safe from abuse and fear.

Domestic violence refers to a wide range of abusive behaviours. It is not limited to physical violence or confined to instances within the home.

Domestic abuse can include physical, psychological, emotional, financial or sexual abuse which takes place in a close relationship – usually between partners, ex-partners or family members.

What to do if you are experiencing domestic violence

If you are experiencing domestic violence please contact the police and let us know so we can help you. You can call us on 020 8524 6987, option 2 for Housing Operations or email us at info@wfha.org.uk.

Hate crime, anti social behaviour and domestic violence are crimes. Always phone 999 in an emergency. In a non-emergency, you can report to the police on 101.

Performance

We are committed to operating in an open and transparent way and being accountable to our tenants and stakeholders. We want to be open with how we deliver value for money to our tenants.

We make available information about our performance and our expenditure to ensure our tenants and the public can see the services we provide and our effectiveness. We will update this information at least once a year, following the publication of our audited accounts and this information is included within our annual report which is available to read on our website, or if you would like a hard copy, let us know and we can post one to you.

When things go well

Compliments, comments, and ideas

If you feel we have performed well, for example the service you have received was good, or the repair you reported was completed efficiently etc. tell us and we can thank the members of staff involved. It would be great to hear from you when things go well so we know when we are getting it right.

If you have an idea that you think may be helpful and feel that it could benefit you and your fellow tenants, let us know. If we can make it happen, we will. All your ideas are welcome so we look forward to hearing from you!

We are here to listen to you and make positive changes wherever we can - You can reach us by phone, email, or on the Tenant Portal of the website.

If things go wrong

Complaints

We are committed to providing you with a high quality service. If something goes wrong, we need you to tell us about it. This will help us improve – to be able to deliver a better service and standard to you.

In many cases, misunderstandings or complaints of a minor nature can be dealt with quite quickly, informally over the telephone, via email or in a face to face meeting by making an appointment.

If we are unable to resolve your enquiry informally and you would like to take it further, we will ask you to follow our complaints process, which is detailed below:

- You can make a complaint by either sending us a letter or an email at complaints@wfha.org.uk
- [You can telephone us on 020 8524 6987](tel:02085246987)
- Ask us if you need help to make your complaint

We will:

- Treat you fairly and respectfully
- Answer stage 1 complaints within 10 working days
- Answer stage 2 complaints within 20 working days
- Answer stage 3 complaints within 20 working days
- Keep you informed throughout the process of your complaint
- Take your complaint seriously and investigate fully and impartially

For more information, you can visit our website – www.wfha.org.uk or request a complaints and compliments leaflet.

If you are still unhappy with the outcome of a stage 3 complaint you can refer the matter to the Housing Ombudsman at [Contact us - Housing Ombudsman \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk)

Telephone number: 0300 111 3000

9.15am to 5.15pm Monday to Friday

Housing Ombudsman Service

PO Box 152

Liverpool L33 7WQ

Acceptable Behaviour

WFHA aims to provide you with excellent housing and services. We hope that you will treat our staff in a polite and respectful manner. In the event of abuse or threats towards any member of staff, our staff have the right to terminate a conversation or correspondence or take further action.

Get Involved

If you are 18 or over, enthusiastic about getting involved for the good of all our tenants, we are looking forward to hearing from you! For more information and an application form, why not have a look on our website - <https://wfha.org.uk/about-us/the-scrutiny-group/> or call 020 8524 6987, press option 4, for an informal chat.

Contact Information:

Telephone: 020 8524 6987

Option 1 – Repairs

Option 2 – Housing Management related issues

Option 4 – Governance and Tenant Engagement

Website: www.wfha.org.uk

Email: info@wfha.org.uk

Address:

Waltham Forest Housing Association

Energy Centre

31 Church Hill

Walthamstow

London

E17 3RU