

NIO Service Standards

Your Neighbourhood Impact Officers provide the following services:



Communal areas

- NIO will record and report any issues with regard to the level of cleaning or grounds maintenance to the relevant team within 3 working days.

Resident meetings

- NIO will report any issue raised at any tenants/residents group to the appropriate team within 3 working days.

Repairs

- NIOs are only able to undertake minor repairs to communal areas which will be carried out in 5 working days.
- Any repairs that NIOs are unable to rectify will be passed to the appropriate team.

Harassment

- NIO will report any incidents of harassment including racial harassment to the Estate Management team within 1 working day.

Void properties

- NIO will report any damage seen to any void property within 2 working days and report any sign of forced entry to appropriate team/s within 1 working day.

Site visits

- Should a customer or Estate Management colleague request the NIO to make a home visit the NIO will visit within 5 working days.
- Requests for visits to elderly customers will be undertaken within 2 working days and within 1 working day if elderly customer lives in high rise block.

Abandoned vehicles

- NIO will investigate abandoned vehicle/s if complaint received from customer within 2 working days.
- NIO will visit area and check that vehicle has been removed 4 working days after the expiry of the 7 day notice.

Graffiti

- NIO will visit complaints of graffiti within 1 working day.
- NIO will photograph and try to remove graffiti within 2 working days.
- If unable to remove graffiti, NIO will report graffiti to Property Services team within 1 working day and re-visit area to check graffiti removal after 5 days.

Rubbish

- NIO will visit and report rubbish left on whg land/property within 3 working days (1 day for high rise blocks) and will remove small amounts of rubbish within 1 working day.

Drugs

- NIO will respond and remove any drug related equipment within 1 working day.