

# Our commitment to you

Our service standards reflect our commitment to you. They set out what we will do and when in key areas, making it easy to see what you can expect from us.



Company registration number: 04015633

Registered provider number: L4389

Registered charity number: 1108779

Registered office: 100 Hatherton Street, Walsall WS1 1AB

Service	We aim to:	Our targets:
<b>Contacting us</b>	<ul style="list-style-type: none"> <li>• Provide services that are accessible, efficient and reliable.</li> <li>• Resolve as many enquiries as possible at first point of contact.</li> <li>• Treat you fairly and equally.</li> <li>• Deal with your enquiry or service request quickly and efficiently.</li> <li>• Keep you informed.</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to complaints within policy time-scales.</li> </ul>
<b>Maintaining your home</b>	<ul style="list-style-type: none"> <li>• Deliver an efficient home maintenance service that meets your needs.</li> <li>• Offer a wide range of ways to report repairs.</li> <li>• Complete repairs right first visit.</li> <li>• Ensure all trade colleagues/contractors wear corporate uniforms and, carry and show verifiable identification.</li> <li>• Deliver repairs and maintenance services consistently, regardless of property location.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend emergency repairs the same day to make safe and complete the full repair within 24 hours.</li> <li>• Respond to urgent repairs within three working days.</li> <li>• Respond to routine repairs within 45 days.</li> </ul>
<b>Keeping communal areas clean and well maintained</b>	<ul style="list-style-type: none"> <li>• Conduct regular, scheduled visits to communal blocks and areas ensuring they are well maintained, tidy and free from graffiti.</li> </ul>	<ul style="list-style-type: none"> <li>• Inspect all neighbourhoods with communal areas no less than twice a year.</li> <li>• Visit high-rise blocks daily Monday to Friday.</li> <li>• Visit low-rise blocks a minimum of once a month.</li> </ul>

Service	We aim to:	Our targets:
<p><b>Keeping you safe (Antisocial behaviour)</b></p>	<ul style="list-style-type: none"> <li>• Work with our partners to address antisocial behaviour (ASB), harassment and hate crime in our neighbourhoods.</li> <li>• Support and assist you to resolve matters of ASB in order to sustain your tenancy and preserve your residential quality of life.</li> <li>• Prioritise the prevention of ASB in areas where it is most prevalent and severe and work in partnership with other stakeholders such as the police and local authority.</li> </ul>	<ul style="list-style-type: none"> <li>• Acknowledge receipt of your contact within five working days of your initial report.</li> <li>• Advise you of the steps we may take to tackle the issue within 20 working days.</li> </ul>
<p><b>Working in your community</b></p>	<ul style="list-style-type: none"> <li>• Allocate a Community Housing Officer (CHO) to your area who can provide guidance on any housing or tenancy issues.</li> <li>• Offer advice on how you can work with your neighbours to resolve issues promptly.</li> </ul>	<ul style="list-style-type: none"> <li>• If you contact us regarding any of the above we will respond within five working days.</li> </ul>



Service	We aim to:
<b>Money matters</b>	<ul style="list-style-type: none"> <li>• Ensure you have access to money advice that is non-judgemental, impartial and confidential.</li> <li>• Provide you with annual rent and service charge information so you know how much rent you need to pay.</li> <li>• Let you know when your account falls into arrears and take the relevant action to recover the debt.</li> </ul>
<b>Making a positive contribution to neighbourhoods</b>	<ul style="list-style-type: none"> <li>• Keep your estate clean, tidy, and well maintained.</li> <li>• Take action, wherever possible, against those found to be dumping rubbish or fly-tipping on whg land, including tenancy enforcement or recharging for costs incurred.</li> <li>• Work closely with local authorities and waste processing contractors to ensure that our properties have the appropriate facilities for disposing of rubbish and recycling.</li> </ul>





If you have any questions about anything in this guide, please get in touch:

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