



OUR SERVICE COMMITMENTS TO OUR RESIDENTS

Petersfield Housing Association 32, Lavant Street, Petersfield, Hants GU32 3EF
Tel: 01730 263589

www.petersfieldhsg.co.uk

SERVICE COMMITMENT: MAINTAINING GOOD QUALITY HOMES

REPAIRS & MAINTENANCE

- **Time Targets** - We aim to carry out work in accordance with the following priorities:

Emergency	Urgent	Routine
Within 24 hours	Within 7 days	Within 3 weeks

- **Out of Hours Emergency Service** - is available to you after 5 p.m and at weekends.
- **Gas Safety** -in order to comply with our legal obligation we will arrange for every home with a gas supply to be checked every year.
- **Contractors** -we will ensure that our contractors follow our code of conduct. We will regularly check the quality of their work.
- **Planned Maintenance** - we will discuss any planned maintenance to your home with you before work commences. We will give you adequate notice of when the work will commence. Where feasible we will offer you choices.
- **Checking Performance** - we will regularly check the quality of the work and the service provided. We will ask for your views on the quality of the work and service received.

QUALITY OF ACCOMMODATION

- **Decent Homes Standard** - we will ensure that 100% of our homes continue to meet Decent Homes Standard
- **New properties** - we will ensure that we build homes to a high standard to meet customer expectations. We will seek customer feedback regarding any new home.
- **Customer feedback** (new homes) - we will undertake a satisfaction survey of all new homes within 10 weeks of letting a new property.
- **Empty properties** - all rented properties will meet minimum standards that have been endorsed by a resident working party.

SERVICE COMMITMENT: RESIDENT INVOLVEMENT & CUSTOMER SERVICE

CUSTOMER COMMUNICATION

- **Office** - the office is open between 9 a.m & 5 p.m Monday to Friday.
- **Staff** - will always be professional & courteous
- **Letters & emails** - will be replied to within 5 working days
- **Telephone calls** - will be answered promptly
- **Text messaging** - will be used where appropriate, to enhance our service to you
- **Home visits** – where an appointment has been made staff will arrive on time or let you know if they are likely to be late. Staff will visit you at home if you request them to do so.
- **Settling in visits** - all new tenants will receive a home visit from the housing officer within 4 weeks of moving in
- **Diverse needs of customers** – we will provide full & equal access to services for all our residents and will aim to provide information in a format that meets your known communication requirements.
- **Complaints** – we will fully investigate any concerns raised about the service we provide in accordance with our complaints policy. You will be informed of the outcome and any action taken.

RESIDENT CONSULTATION

- **Seeking your views** - we will consult with you via surveys, meetings, letters and estate walkabouts before making changes to the services you receive. We will always consider your views before making a final decision
- **Sharing information** – we will regularly publish news about our services in our residents' newsletter 'Chatterbox'. We also provide information in a variety of information leaflets (available in our office) and via our website www.petersfieldhsg.co.uk
- **Keeping you informed** - we will let you know the outcome of any consultation, our reasons for reaching a decision and of any implications this might have for your service charge
- **Leasehold obligations** - in addition to other forms of consultation, we will comply with our legal obligation to formally consult with leaseholders about proposed communal maintenance work
- **Residents Survey** - every 3 years we will undertake a 100% residents survey about the quality of our service overall. We will publish the results to enable comparisons to be made with other housing associations.
- **Resident profiles** - we have a rolling programme for gathering information about our residents. This is to ensure that our services remain appropriate & relevant for our residents.
- **Representation on the Board** - we have a resident representative on our Board of management and 2 resident representatives on our Resident Services Committee.
- **Annual report for residents** - we provide an annual report for our residents which tell you how well the association has performed throughout the year.
- **Working parties** – whenever we review major services to residents we will invite residents to form a working party to work with staff in reviewing the service.

RENTS & SERVICE CHARGES

- **Annual rent review** - where appropriate, every year we will advise you in writing, giving at least 28 days' notice, of any changes to your rent &/or service charges.
- **Service charges** - we will consult with you about any changes affecting the amount of service charge you will have to pay.
- **Account statements** - we will send you a statement of your rent account every 3 months. The statement will be in plain English and will show every payment you have made, any housing benefit paid to your account and any amount that is owed to us.
- **Arrears of rent** - we will send you timely reminders about any rent or service charges owing. We will only take legal action to recover unpaid rent & service charges if a repayment plan has been agreed and you have not complied with arrangements to clear the debt.
- **Methods of paying your rent & service charges** – we will provide a number of ways in which you can make payment, including direct debit, standing order, cheque and cash
- **Housing and other benefits** - we will provide advice about your entitlement and help you with applications forms.

SERVICE COMMITMENT: NEIGHBOURHOODS

NEIGHBOURHOOD MANAGEMENT

- **Staff** - we will designate specific staff to be responsible for the management of every area in which the association owns property
- **Estate inspections** - all communal areas owned by the association will be inspected 4 times each year to ensure appropriate maintenance of those areas
- **Estate walkabouts** - we will invite residents of any area of more than 10 homes to join a member of our staff on a walkabout of the grounds at least once a year to inspect and discuss any issues that may arise
- **Community partnership** - we will work closely with other relevant agencies where appropriate to ensure that services for the wider community are meeting residents' needs.
- **Grounds maintenance & cleaning** - we will provide an appropriate service to ensure that communal areas and grounds are kept neat and tidy and we will monitor the standards of those services regularly.

TACKLING NUISANCE & ANTI-SOCIAL BEHAVIOUR

- **Responding to residents' concerns** - we will fully investigate any reported incident in line with our policy and take appropriate action as quickly as possible.
- **Supporting victims** - we will work with someone reporting an incident and advise them of what options are available. We will keep those involved fully informed of progress.
- **Working with relevant agencies** - we will work closely with other relevant agencies such as the police, to address problems of nuisance, anti-social behaviour & crime.

SERVICE COMMITMENT: COMMUNAL SERVICES

CLEANING OF COMMUNAL AREAS

Our cleaner will undertake cleaning every fortnight, in accordance with the following specification:

		Frequency
Exterior cleaning	Sweep and clean porch (where applicable)	Every visit
	Dust and wet wipe down door and door entry intercom panel & letter boxes	Every visit
	Clean inside windows of external doors	Every visit
Internal cleaning	Vacuum carpet to all floors including edges and corners	Every visit
	Mop all hard floors	Every visit
	Dust and wet wipe communal window sill and window frames on each floor.	Every visit
	Clean obvious smudges on glass near entrance handles	Every visit
	Dust and wet wipe skirting board & other surfaces (e.g light switches)	Monthly
	High level dusting of walls/ceilings with long handles duster (no steps required)	Monthly
Carpets	Spot clean carpets	As required

GROUNDS MAINTENANCE OF COMMUNAL AREAS

Our grounds maintenance contractor will undertake fortnightly visits during March to October. Visits during winter months (November to February) is dependent upon the work required

		Frequency
Litter	To litter pick the whole site	Each visit
Lawns & grassed area	To cut and remove from all grassed areas	Each visit
	To strim all borders, boundaries, fence lines etc at the same time as grass cutting	Each visit
	To edge all paths in winter months	Annually
Shrubberies & beds	To weed all beds	Each visit
	To fork over beds	Each visit
	To prune & shape all shrubs	Each visit
	To ensure all plants are cut back from paths, roads, signage, drains etc.	As required
Hedges	To trim & shape all hedges	Annually
Paths, hard standings & car parks	To sweep and blow all paths, hard standings and car parks.	Each visit
Weed killing	To carry out weed killing programme to all beds, paths & car park	Every 3 months
Leaves	To clear leaves on each visit during autumn/winter months from lawned areas paths, hard standing & car parks.	Each visit

Please let us know if you would like more information or have any feedback about our service standards. We will consult with residents about any future changes to the arrangements set out above.