

Our Service Standards

Livein



OUR SERVICE STANDARDS

Our promise to you

We understand how important it is for customers to know what they can and can't expect from us. We've created this booklet to set out clearly our promises to you, our tenants.

This booklet will tell you:

- What we will do for you
- Your responsibilities as a tenant
- Our responsibilities as a landlord

WHAT WE WILL DO FOR YOU



Ensuring the standard of your home

- We will repair and maintain your home to meet the standard set out in section five of the Government's Decent Homes Standard and continue to maintain your home to at least this standard unless exempted by the regulator.



Repairing and maintenance

- You can report repairs on our My Livin app and portal, on our website, by telephone, email, LiveChat, and in writing.
- We will offer you a choice of appointments (except in emergencies):
 - Morning - 8:00am – 12:00pm
 - School hours - 9:30am – 2:30pm
 - Afternoon - 12:00pm – 5:00pm
 - Evening - 4:00pm - 7:00pm (Plumbing, Electrical, Joinery)
 - Saturdays - 8:00am - 6:00pm (Plumbing, Electrical, Joinery)
- We will resolve repairs within the following timescales:
 - Emergency repairs, we will attend within 4 hours to make it safe and complete the initial repair within 24 hours
 - Urgent repairs, we will complete within 5 working days
 - Routine repairs, we will complete within 10 working days
 - Scheduled repairs, we will complete within 25 working days
 - Task orders, we will complete between 30 to 90 working days

- We will keep you informed about repairs to your home with clear and timely communication. As a minimum we will contact you:
 - When we confirm the appointment
 - The day before the appointment
 - On the day of the appointment when the operative is on route
 - We will get in touch if we need to change or cancel an appointment
- We will tell you if the work is going to take longer than planned
- We will inform you when we believe a repair is your responsibility and the reasons why
- Where a follow up visit is required to complete a repair, we will provide you with the follow up appointment at the end of the visit
- Where specialist materials are needed and an appointment cannot be provided, we will normally inform you of progress updates every 7 working days until the appointment to complete the work is confirmed
- Where a repair cannot be completed as components need to be replaced or a technical inspection is required, we will normally provide progress updates to you every seven working days until the appointment to complete the work
- When we cannot agree on a mutually convenient appointment with you when you initially report your repair, we will agree on a mutually convenient appointment with you within 5 working days
- We will tell you if your repair is going to be allocated to a specialist sub-contractor and the name of the subcontractor. We will also tell you if you need to be at home when external repairs are being carried out
- You have the right to receive notice of a proposed visit to carry out repairs or maintenance
- We will always contact you prior to attending to carryout repairs. You can book appointable repairs outside of the target

timescales except for emergency repairs, any works covered by our six compliance policies, where delaying works would have a negative impact on your wellbeing and where delaying an urgent repair is likely to lead to further damage to your home or an adjoining property or their contents

- Access to the emergency repair service will be available to you 24 hours a day. Where a genuine emergency occurs and you or a member of the household cannot be contacted to allow access to carry out a repair, we may force access in the presence of the police
- We will prioritise repairs and make reasonable adjustments for customers with vulnerabilities if their health or wellbeing would be negatively impacted without adjusting the service. This includes inspections and repairs where there could be an impact on the health and wellbeing of customers living in our homes. We will also make reasonable adjustments to how we communicate with customers based on their vulnerabilities



Home Improvements

- We will keep you informed about planned improvements to your home with clear and timely communication. We will mutually agree start and completion dates with you, within the time and geographical limits of the improvement programme. As a minimum for all improvements (excluding minor energy efficiency improvements such as the installation of LED bulbs) we will contact customers:
 - At the start of the financial year, we will write to you to let you know which improvements we are planning to your home
 - A Resident Liaison Officer will visit you at home to explain the work and what needs to be done to prepare for it
 - 21 days before the works are programmed you will receive a letter which will give a programmed date for the works and the contact details of the Resident Liaison Officer
 - 7 days before the works start you will receive a letter which will confirm the start date and the programme of works
 - You will receive a visit each day that major works are carried out to your home to obtain your feedback



Managing your tenancy

- We will visit your home at least once every two years to carry out a tenancy visit. Your tenancy visit is designed to make sure your home is safe and in good condition, and to identify any problems you might be having so we can provide any support you may need



Customer vulnerabilities

- We are committed to making every contact count. This means we will identify specific vulnerabilities by listening to and being curious about your circumstances and needs
- We will make sure you have opportunities to provide us with information about those needs when you interact with us
- Where there is an identified need or vulnerability, we will work with you to understand how this affects your access to services, then find and agree reasonable and practical ways of adapting our services to meet your needs
- Any support requirements will be recorded in our systems
- If you have a high level of support needs that we are unable to solely meet as a social housing provider for general needs, we will work with key partners and statutory agencies to assist you to get the support
- Our employees will be trained to identify where you may be vulnerable or experiencing disadvantage when receiving our services and to make reasonable adjustments to meet your needs, including how to refer something to the right colleague or external agency, if needed



Rent and service charges

- We will set your rent in accordance with your tenancy agreement and, where applicable, in line with the Rent Standard set by the government regulator
- You can access your rent balance online 24 hours a day through our My Livin app and portal. We will send you a rent statement by post if you have opted into receiving paper versions or your rent account is over £500 in debt



Visiting your home

- We will always respect you and your home. Our employees carry an identity badge and repair operatives wear uniforms with our logo on display
- We will always make an appointment to visit your home, unless we are concerned for your welfare, you are in rent arrears, are involved in an active ASB case or you have not maintained your garden/outside areas
- We will always treat you and your home with respect by delivering our services courteously and professionally
- Where decoration is damaged and the damage in our view was avoidable, we will make good or agree on a suitable resolution with you
- Where damage to decoration during the completion of a repair is unavoidable decorating remains your responsibility
- We will adapt our services where possible to meet your personal access and communication needs, please let us know so that we can record them on our systems and act on them when delivering services



Neighbourhoods and Community Standards

- We will carry out regular inspections of estates in our communities to make sure our homes, properties and shared spaces are maintained to a suitable standard and are safe, clean and accessible
- We will work in collaboration with partners at a neighbourhood level to tackle issues aimed at improving people's safety, health, economic wellbeing and environment
- We will take prompt, appropriate and decisive action whilst working in partnership to deter and tackle anti-social behaviour and hate crime
- We will work with appropriate partner agencies in supporting those experiencing domestic abuse



Tenancy involvement

- We will give genuine consideration to your views and use them to inform decisions about how our services are delivered
- We will provide a range of ways for you to participate in involvement and engagement activities to ensure you have equitable opportunities to scrutinise services and influence decisions. These methods include:
 - In person (surveys, focus groups and discussions)
 - Via telephone (surveys and discussions)
 - In writing
 - Email (surveys and discussions)
 - Online/text (surveys and discussion)
 - Teams/Zoom meetings
 - Social media (polls, surveys and discussions)
- We will offer three levels of engagement:
 - **Level 3:** The continuous conversation – we are constantly reviewing what you are telling us through the way you access our services, your satisfaction levels, the Tenant Satisfaction Measures and feedback and we will use this to improve services.
 - **Level 2:** The amplified conversation – if the data collected at Level 3 tells us that our services are not at the level you expect we will investigate this further. We will do this in a range of ways to get a deeper understanding of what needs to change. We may send out surveys, or invite a select group of customers with lived experience of the service to come and speak to us. We will use this information to develop our policies, procedures strategies and services.
 - **Level 1:** The InsightXchange (tenant forum) meets with us monthly to review and scrutinise our services. We will use the insight from this group to drive larger scale improvements to services, policies, and service standards. This insight is formally reported to our Board and Committees.



Complaints and feedback

- We value what you have to say to us, and we will always be polite to you
- We will give you clear information about what to do if you are not happy with our services and use your feedback to make improvements

- We will offer a range of options to give feedback through the following channels:
 - In person to any member of staff
 - Via telephone
 - In writing or Email
 - Website
 - Live Chat
 - Satisfaction Surveys
 - My Livin App
- We will operate a two stage internal complaints process
- If you choose to make a **Stage 1** formal complaint we will:
 - Talk to you to understand your complaint
 - Acknowledge your complaint in 5 working days
 - Aim to fully investigate your Stage 1 complaint and provide a written response in 10 working days (if we need longer, we will let you know)
- If you are unhappy with our response, you can ask us to review our first investigation at **Stage 2** of our process and we will:
 - Acknowledge your Stage 2 complaint in 5 working days
 - Aim to review the handling and outcome of your stage 1 complaint and provide a written response to you in 20 working days (if we need longer, we will let you know)
 - Advise you of your right to go to the Housing Ombudsman if appropriate



YOUR RESPONSIBILITIES AS A TENANT



Pay your rent on time



Live in your property and use it as your main home



Keep your home and garden in good, clean condition. Including maintenance of any trees, shrubs, hedges or fencing.



Be a considerate neighbour and avoid activities that may disrupt or upset those around you



Make sure the people you live with, and your visitors don't engage in anti-social behaviour



Report any repairs that we're responsible for quickly and allow access for the work to be completed. When you report a repair or when repairs are being carried out :

- Report repairs to your home, including communal areas, in a timely manner
- Provide sufficient information to allow us to fully diagnose and complete your repair
- Treat our employees, representatives, and contractors with respect
- Refrain from smoking while our employees, representatives, and contractors are in your home
- Where possible ensure the work area is clear of furniture, belongings, and pets
- Ensure there is an adult (16+) present for the duration of your repair appointment
- Inform us if you need to cancel or amend your appointment
- Inform us of any individual circumstances that may impact how we complete your repair
- Allow us reasonable access to your home to complete an inspection or a repair to ensure the problem can be rectified as quickly as practicable
- If you already have a repair appointment booked and you'd like to change it to an evening or to a Saturday, you can do so through the link on your appointment confirmation message.



If your property is heated by gas, you must allow access for us to complete a gas safety check every year



Seek permission to make alterations to your home










When home improvement works are being carried out to ensure your home remains good quality, well maintained and safe, you should:

- Treat our employees, representatives, and contractors with respect
- Refrain from smoking while our employees, representatives, and contractors are in their home
- Where possible ensure the work area is clear of furniture, belongings, and pets
- Ensure there are no children (under 16) present without an adult for the duration of your planned improvements
- Inform us if you are unable to give access for the planned improvements
- Inform us of any individual circumstances that could be impacted by the planned improvements



OUR RESPONSIBILITIES AS A LANDLORD

It's important for you to know what our responsibilities are. We must:

-  Set your rent which is reasonable and offers good value for money
-  Offer an effective repairs service
-  Carry out an annual gas safety check to ensure your safety (where your home is heated by gas)
-  Keep your home and any shared part of the building in a reasonable state of repair
-  Give you the chance to meaningfully influence the way we deliver our services
-  Respect your privacy and the information we hold about you
-  Investigate and respond to complaints

Our Employees

Our employees are expected to demonstrate the following behaviours:

Trust | be supportive and do what we say we will do

We build trust with our customers by being responsive and supportive to their needs, helping to deliver the service they require.

Respect | listen and care, treat everyone as individuals and value difference

We listen to customers, treat tenants as individuals and respond to their needs in a fair, respectful, and caring way.

Innovative | aim to do our best. Changing things for the better

We will use our data to adapt our services and do things differently when our customers need it to remove or reduce any disadvantage.

Work Together | work with others to achieve the best outcome

We will work well and collaborate with teams and our partners to understand customer needs and vulnerabilities, delivering services in a joined-up way.



Access to service

We realise that each customer has individual needs, and we will use our customer systems to record your requirements so that help can be accessed when you need it.



Our website, My Livin app and portal are available 24 hours a day



Our customer contact centre is open Monday to Friday -8.15am to 6pm



Our headquarters is open from Monday to Thursday 9.00am-5.00pm and until 4.30pm on Friday



Our social media is monitored during working hours. We advertise the exceptions to this (such as Bank Holidays) on our website and social media messages



Outside of normal working hours we provide an out-of-hours service to report emergency repairs and health and safety matters



We offer a translation services to access our communication from The Big Word.



We communicate using a wide range of methods including email, letter, app and portal, website, face-to-face, text, telephone, LiveChat, private message, community noticeboards



Getting back to you

- You can track your enquiries in My Livin app and portal if you submit them digitally. If you do not have access to our digital services you can telephone our contact centre which can access this on your behalf
- We will acknowledge all correspondence that requires a response within two working days

- When a self-service form is submitted via the My Livin portal/ app you will receive an email to confirm that the submission has been received
- Where services are case-managed, individual case timescales are explained to you, for example Personal ASB (such as physical violence) will be acknowledged within one working day. Nuisance ASB (such as noisy neighbours) will be acknowledged within two working days. Environmental ASB (such as graffiti) will be acknowledged within 10 working days. Customers are advised to call the Police if they are at immediate risk of harm

Need help to get online?

From September we will be offering one-to-one support to help you get on the internet. If you are interested in receiving support please telephone us and we will arrange a call or visit in the coming weeks.



CONTACT US

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