

BCHG Service Standards

The BCHG Service Standards sets out to residents the services we offer and how we will deliver them. It also sets out how we will measure service delivery to ensure that we are providing services that our residents want and that we are performing to the standards that have been set.



Service Standard	What we will offer	What we expect from you	How will we measure this
<p>Accessing us We will:</p>	<ul style="list-style-type: none"> • Our offices will be open from 9am to 3pm • Answer your telephone call as quickly as we can and give you our name when we speak to you • Be polite, courteous and helpful • Offer a colleague to speak to you if the person you need to speak to is not available • Resolve as many queries as possible during the first telephone call and agree with you a call back time if we cannot • Acknowledge correspondence within seven working days • Provide an interpreting service or ask our staff who speak community languages to help if English is not your first language • Use type talk or hearing loops if you are deaf or hard of hearing • Arrange home visits if required 	<ul style="list-style-type: none"> • Keep in touch and let us know if we have not provided you with the service expected 	<ul style="list-style-type: none"> • Service complaints, compliments • Survey
<p>Providing information We will keep residents informed using a wide range. We will:</p>	<ul style="list-style-type: none"> • Keep our website up to date with current services and information • Send a paper copy to those that request one • Give you direct access to your rent account through Myhome.bchg.co.uk • Send a text alert when it is appropriate to do so 	<ul style="list-style-type: none"> • Give us feedback on whether the information we provide is helpful 	<ul style="list-style-type: none"> • Numbers using online services • Survey
<p>Responsive Repairs We believe in providing homes that are dry, affordable, warm and safe</p>	<ul style="list-style-type: none"> • We will make sure you are able to easily report repairs by telephone, email, online, writing or in person • We will provide an out-of-hours repairs service 	<ul style="list-style-type: none"> • Report repairs to us • Look after your property and keep it clean and tidy. • Allow us access when we request 	<ul style="list-style-type: none"> • Partnership Board meetings with Wrekin • Sample audit checks

and in good state of repair with modern facilities and services.

We aim to provide a high quality, responsive repairs service and understand the need to plan for future investments in replacement and improvement works.

for emergencies

- We will do repairs at a time convenient to you and where possible, in one visit
- We will make sure contractors are polite and courteous at all times and explain clearly what we intend to do
- We will tell you when a repair request is to be included as part of a larger improvement or replacement programme
- We will consult with you when planning improvements to offer you as much choice as possible
- We will respond to emergencies within 24 hours, and all other repairs when the relevant trade operative is available
- We let you know how we are performing on our website
- We will listen to what you tell us
- Carry out an annual gas check to all appropriate properties

Income

We will:

- Treat personal financial information with confidence
- Respond quickly to your request for a rent refund
- Offer different methods for you to pay your rent

- Pay your rent on time
- Let us know if your circumstances change

- General survey

Tenancy

We will:

- Deal with incidents in accordance to our policy
- Agree an action plan with residents
- Offer mediation in suitable cases

- Work with us to resolve disputes/issues
- Take responsibility for minor personal disputes with their neighbours and to try to resolve any such problems themselves in a reasonable manner
- Respect other peoples' right to their chosen lifestyle and be tolerant of everyday and/or

- Closed case survey

Estate
We will:

- Time to time inspect your estate
- Put in place estate agreements
- Place service details on notice boards where this is applicable

- reasonable levels of disturbance
- Contact other agencies we ask you to and deal with them too, keeping us up to date
 - Look after the appearance of your estate
 - Report any problems on your estate to us
 - Report criminal damage to the police and give us a crime reference number if repairs are needed

- Estate checks