

## Service Standards

Coronavirus COVID-19 has affected the way we work and communicate with our residents. We have taken measures to ensure the health and wellbeing of our residents, staff and service users, whilst maintaining key service provision. Our overarching aim is to work together with our residents, so together we work on safety, protection and the good of our neighbours. How we do this is presented in our revised service standard below.

Service Standard	Our offer during this Pandemic	What we expect from you	How will we measure this?
<b>Access to us</b>	<ul style="list-style-type: none"> <li>• Our head office is closed but we remain open to answer your telephone calls, email, and text</li> <li>• We offer you direct telephone numbers to contact your Customer Relation Managers, these are available on our website</li> <li>• We support you to self-serve using our Customer Portal to pay rent, check your rent balance and report repairs.</li> <li>• Through our website <a href="http://www.bchg.co.uk">www.bchg.co.uk</a> you can send your issue and we have dedicated staff checking messages received daily to respond to you.</li> <li>• Whilst we have temporarily stopped face to face visits to reduce the risk of spreading infection, we instead offer Video Calls, Facetime, WhatsApp and meeting via Zoom.</li> <li>• Making access easy for our elderly and more vulnerable residents by making wellbeing telephone calls to them.</li> <li>• In some of our schemes we have emergency alarm call systems connected to call centres to summon help if you need it.</li> </ul>	<ul style="list-style-type: none"> <li>• Keep in touch and let us know if we have not provided you with the service expected</li> <li>• Let us know if you or a member of your household is self-isolating</li> <li>• Let us know if you think a neighbour may need our support.</li> <li>• Test your emergency alarm call at least once a month.</li> </ul>	<ul style="list-style-type: none"> <li>• Service complaints, compliments</li> <li>• Survey – Overall satisfaction with BCHG</li> </ul>
<b>Providing information</b> How we will keep you informed	<ul style="list-style-type: none"> <li>• Keep our website up to date</li> <li>• Through Social Media</li> <li>• Send a text alert when it is appropriate to do so</li> <li>• Send you a letter</li> <li>• Through wellbeing telephone calls to vulnerable</li> <li>• Using notice boards where these are available</li> </ul>	<ul style="list-style-type: none"> <li>• Give us feedback on whether the information we provide is helpful</li> <li>• Keep BCHG updated with your latest contact details</li> </ul>	<ul style="list-style-type: none"> <li>• Number using online service</li> <li>• Survey - Trust &amp; Transparency</li> </ul>

<p><b>Responsive Repairs</b></p> <p>Keeping you and your home safe and secure.</p>	<ul style="list-style-type: none"> <li>• We will adhere to social distancing and hygiene measures. We will wear appropriate protective equipment</li> <li>• We will make sure you are able to easily report repairs by telephone, email, and our online Customer Portal</li> <li>• We will provide an out-of-hours repairs service for emergencies</li> <li>• We will do repairs at a time convenient to you and where possible, in one visit</li> <li>• We will consult with you when planning improvements to offer you as much choice as possible</li> <li>• We will respond to emergencies within 24 hours, and all other repairs when the relevant trade operative is available</li> <li>• We let you know how we are performing on our website</li> </ul>	<ul style="list-style-type: none"> <li>• Report repairs to us</li> <li>• Look after your property and keep it clean and tidy</li> <li>• Let us know in advance if you are not available for a booked appointment</li> <li>• Allow us access when we request</li> </ul>	<ul style="list-style-type: none"> <li>• Partnership Board involving tenants</li> <li>• Survey – Do you feel safe and secure in your home and communal area</li> </ul>
<p><b>Compliance</b></p>	<ul style="list-style-type: none"> <li>• We will keep properties safe</li> <li>• Carry out an annual gas check to all appropriate properties</li> <li>• Undertake safety improvement work in communal areas</li> </ul>	<ul style="list-style-type: none"> <li>• Allow us access when we request</li> <li>• Test your smoke alarm weekly by pressing the 'test button', you should do the same if you have carbon monoxide and heat alarm installed.</li> </ul>	<ul style="list-style-type: none"> <li>• Survey – Do you feel safe and secure in your home and communal area</li> </ul>
<p><b>Income</b></p> <p>Support you in hardship</p>	<ul style="list-style-type: none"> <li>• Treat personal financial information with confidence</li> <li>• To help you sustain your tenancy</li> <li>• Point you in the direction to other agencies who can help you if we cannot</li> <li>• Offer different methods for you to pay your rent</li> </ul>	<ul style="list-style-type: none"> <li>• Pay your rent on time</li> <li>• Let us know if your circumstances change</li> </ul>	<ul style="list-style-type: none"> <li>• Survey – Trust and Net Promoter Score (NPS) Would you refer a member of your family or friend</li> </ul>
<p><b>Tenancy</b></p> <p>We will:</p>	<ul style="list-style-type: none"> <li>• Deal with incidents in accordance to our policy, available on our website</li> <li>• Agree an action plan with you</li> <li>• Offer online mediation in suitable cases</li> </ul>	<ul style="list-style-type: none"> <li>• Work with us to resolve disputes/issues</li> <li>• Take responsibility for minor personal disputes with your neighbours and to try to resolve any such problems in a reasonable manner</li> <li>• Respect other peoples' right to their chosen lifestyle and be tolerant of everyday and/or reasonable levels of disturbance</li> </ul>	<ul style="list-style-type: none"> <li>• Survey – NPS and Do you feel safe and secure in your home. Trust and Transparency.</li> </ul>

		<ul style="list-style-type: none"> <li>• Contact other agencies we ask you to and deal with them too, keeping us up to date</li> </ul>	
<p><b>Estate</b> We will:</p>	<ul style="list-style-type: none"> <li>• Time to time inspect your estate to ensure buildings and communal areas are safe but without physical contact with tenants</li> <li>• Place appropriate signage on your estate to keep you safe</li> <li>• Ensure our service contractors adhere to social distancing whilst performing their duties.</li> <li>• Place service details on notice boards where this is applicable</li> </ul>	<ul style="list-style-type: none"> <li>• Look after the appearance of your estate and give us feedback when things are not right</li> <li>• Dispose of waste in a safe manner</li> <li>• Adhere to the signs we place for your safety, especially about social distancing</li> <li>• Keep communal areas free from personal items</li> <li>• Report criminal damage to the police and give us a crime reference number if repairs are needed</li> </ul>	<ul style="list-style-type: none"> <li>• Survey – Do you feel safe and secure in your home and communal areas. NPS</li> </ul>