

SERVICE STANDARDS

We know it is important to you, and to us, to provide you with a consistent and reliable service.

Our service standards are our promise to you on what you can expect from us, and for you to hold us to account to.

DAY TO DAY CONTACT

You can contact us by email or by phone or find information on our website.

AVAILABILITY

The phone and email address will be monitored weekdays between 9am and 5pm. During that time, we will have someone dedicated to the phone and email inbox.

EMAILS

For emails, we will respond within 2 working days. For more complex queries, we will acknowledge within 2 working days and provide a full response within 10 working days.

CONTACT DETAILS

Email: enquiries@teachershousing.org.uk
complaintsandcompliments@teachershousing.org.uk

Phone: 0207 440 9440

Website: www.teachershousing.org.uk

PHONE CALLS

If we miss your call, we will return any phone messages within 1 working day.



SERVICE STANDARDS

HOW WE WILL TREAT YOU

We will always provide you with a professional and friendly service. That means that we will be inclusive, treat you with respect, and listen to you.

We want to get to know you by listening to and understanding your unique needs. This will help us to tailor our services to your needs and provide you with the help and support you want and need.



COMMUNICATING WITH YOU

If English is not your first language, we will provide a translation or interpreter if needed.

COMPLAINTS

We will do our best to be a great landlord. Sometimes we will get this wrong, and we will welcome your complaint so that we can put things right for you and learn from our mistakes.

All stage 1 complaints (new complaints) will be acknowledged within 5 working days and responded to within 10 working days from the acknowledgement. If your complaint is escalated to stage 2 (the final stage), we will acknowledge it within 5 working days and respond within 20 working days.

This is in line with our complaints policy and the expectations of the Housing Ombudsman.

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REPAIRS

We will use contractors or handy people, depending on where you live, to carry out repairs on our behalf. Our repairs service will carry out repairs as follows:

Emergency repairs: 24 hours

Urgent repairs: 5 working days

Routine repairs 28 working days

DEALING WITH DAMP AND MOULD

We take any cases of damp and mould very seriously. It is important to be aware of damp and mould and how to prevent it. We have helpful information on our website about damp and mould and we will include information about it in our communications to you.

Once you have reported damp and mould, we will be in contact within 2 working days.

Once we have completed any damp and mould works, we will always check in with you afterwards to make sure you are happy with the service that we provided and that any damp, mould and condensation problems are resolved.

KEEPING YOUR HOME SAFE

We want your home to be safe. Once a year we will need access to carry out a gas safety check, if you have a gas supply in your home. We will need access every five years to carry out an electrical safety check in your home.

Legally you must give us access to carry out these safety checks. We will always request access in advance and arrange a time that works for you.



SERVICE STANDARDS

MANAGING ASB

We believe everyone has the right to live peacefully in their homes. We will provide advice and useful information to help you deal with any anti-social behaviour via our website.

Your housing manager will be able to assist and support with any anti-social behaviour. They will respond to any contact within 2 working days, unless it is an emergency, and agree the next steps with you.

AIDS AND ADAPATIONS

Throughout our lives our needs can change. If you find that you need adjustments to your home so you can get around more easily and safely, please contact us.

We'll assess your requirements in support you in line with our aids and adaptations policy.

COMMUNAL AREAS

We will inspect your scheme at least four times per year to ensure we are satisfied with the external appearance, cleanliness, external and communal repairs, and any health and safety checks. We will communicate in advance when this is planned for and welcome any tenants to join us.

We will carry out a home condition survey at least once every 5 years. This will assess the condition inside your home so that we can plan for cyclical repairs and any kitchen and bathroom replacements.



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RENT AND SERVICE CHARGES

Rents will be increased once per year, from 1 April. We always send you the rent information in advance of 1 April. We will increase rents in line with the government's rent rules.

We operate variable service charges for all homes. This is set annually and changes on 1 April each year. This means that every year you pay service charges based on an estimate of the costs for that year plus the difference from the last known year of actual costs. So, if there was a shortfall in our estimate it will be added to the new estimate. If the estimate was higher than the actual costs, your estimated charges will be reduced.

We will answer any rent and service charge queries within 1 month.

Where possible, we will meet at your scheme once per year to discuss the service charges for the following year to give you an opportunity to give input.

PAYMENT OPTIONS

To continue to look after your home, we need you to pay your rent and service charges. This should be done on the 1st of the month, in advance.

We offer the following payment options:

- Direct debit (preferred option)
- Internet payment through a link on our website
- 24-hour automated payment line - 0330 041 6497

What we will do is:

Send you a quarterly rent statement so that you can see your balance.

Support you to make any claims for housing or other benefits.

Signpost you to any support agencies if you are struggling to pay your rent and service charges.

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SHELTERED SCHEMES

For tenants living in our sheltered scheme, we will:

- Provide an emergency call system in each property which is monitored 24/7 either by scheme staff or a central control centre.
- Provide support accessing additional support if required, including assistance with benefit claims and occupational therapist referrals.
- Complete regular Health & Safety checks in both individual properties and any communal areas.
- Complete a personal support plan with each tenant annually, unless a disclaimer is completed.
- Hold an annual tenant meeting/scheme walkabout in the summer months, to take place at the scheme.
- Hold an annual service charge consultation meeting at the scheme.

TENANT INFLUENCE

We have a Tenant Influence Panel in place that gives tenants the opportunity to influence our strategies and policies, scrutinise our performance and carry out deep dives into specific topics.

We will also provide a variety of other opportunities for tenants to influence what we do and how we do it.

These are meetings, consultations, surveys, focus groups, estate inspections, newsletters, performance. We will also support any resident-led activities.

