

ERIMUS SERVICE STANDARDS

Key:

Performance achieving target	
Performance not currently achieving target but will do by year end 2009/10	
Performance not on track and not likely to meet target by year-end	

Ref	Service Standard	Progress at Qtr 2	Target
	<u>Customer Services</u>		
CS2	We aim to deal with 75% of all calls at the first point of contact, with no need to refer customers to other teams to complete the enquiry.	81.3%	75%
CS3	We aim to respond to all written correspondence, including emails, within seven working days.	✓ All enquiries logged on CRM system	100%
CS4	We aim to provide you with a name and telephone number of who to contact in all correspondence we send to you.	100%	100%
CS5	We aim to acknowledge all correspondence as soon as it is received.	100%	100%
CS6	All customers who visit our offices will be seen by our reception staff within five minutes.	100%	100%
CS7	We aim to respond to customer complaints within the timescales set out within our policy document.	50%	Baseline to estab.
	<u>Tenancy Support and Adaptations</u>		
TS1	We aim to visit all residents within sheltered housing schemes and extra care schemes on a weekly basis.	100%	100%
TS2	We aim to install all minor adaptations such as grab rails and handles within four weeks of receiving the referral.	100%	100%
TS3	For major works; subject to budget, and initial assessment we aim to install adaptations within the following timescales:		
	Priority 1 (urgent cases) – four weeks	97%	4 weeks
	Priority 2 (increased risk) – eight weeks	97%	8 weeks
	Priority 3 (low risk) – 12 weeks	97%	12 weeks
	<u>Resident Involvement</u>		
RI1	Make it easy for residents to get involved with us at a level that suits you.	✓ 64% of residents were satisfied in the STATUS survey	
RI2	Promote the ways that you can become involved with us.	✓ 941 residents now actively involved	
RI3	Clearly explain what we have done as a result of your involvement.	✓ Feedback through newsletters	

		and subsequent events	
RI4	Fully support the formation of tenants'/residents' groups and provide necessary resources.	✓	
RI5	Provide and promote regular training opportunities for residents on subjects that interest them.	✓	
RI6	Work towards a year on year increase in the involvement of under-represented groups, including residents under 25 years old and BME communities.	✓	
RI7	Ensure that all services are committed to involving residents and use your feedback to improve services.	✓ Consultation framework implemented	
	<u>Paying your Rent</u>		
PR1	We aim to send you a rent account statement every three months.	100%	100%
PR2	We aim to provide you with a minimum of 28 days notice before increasing your rent.	100%	100%
PR3	We aim to contact you within two weeks of you falling into arrears to let you know you have failed to pay your rent on time.	100%	100%
PR4	If you are entitled to rent free weeks, we aim to notify you in advance of when they are.	100%	100%
	<u>Maintaining your home</u>		
MH1	We aim to respond to your repair request within the following timescales:		
MH2	Emergency repairs – within two hours	99.6%	99%
MH3	Urgent repairs – within three to seven days	97.0%	97%
MH4	Routine repairs – within 15 working days	91.0%	98%
MH5	We aim to offer you an appointment for your repair at the time you report it.	99.1%	100%
MH6	We aim to quality check 10% of all repairs carried out to our homes	10%	10%
	<u>Major Works</u>		
MW1	Use a surveyor to establish what needs to be renewed when planning major improvement work to your home.	100%	100%
MW2	Consult with you before work begins and give you choices on the products, where appropriate.	100%	100%
MW3	Visit you to explain in detail what work will be undertaken in your home before it starts.	100%	100%
MW4	Keep you informed of the progress of your improvement work.	100%	100%
MW5	Inspect completed work, rectify any issues and ensure you are satisfied.	100%	100%
MW6	Try to complete all major work whilst you remain in your property.	100%	100%
MW7	Offer you an allowance toward the cost of redecoration once work is complete.	100%	100%
	<u>Moving Home</u>		
MVG1	Our staff and contractors will:		
MVG2	Provide advice and information on how to register for a home and how to be considered for empty properties.	100%	100%
MVG3	Clearly explain how we choose new tenants and how we will assess your priority to be offered a home.	100%	100%
MVG4	Accompany you on viewing properties that you have been offered	100%	100%
MVG5	Arrange for security screens to be removed, test utilities and provide you with a welcome pack when you sign your tenancy agreement.	100%	100%

MVG6	Visit you within one month of moving in to your new home to check you are satisfied.	73%	100%
MVG7	Provide a clean home that meets the lettable standard that we set.	✓	100%
MVG8	Provide advice on what information you need to provide to support your housing application.	100%	100%
	Homelessness		
	Our staff and contractors will:		
HMLS1	See you without an appointment in an emergency, however we can offer you an appointment to discuss your situation within five working days.	100%	100%
HMLS2	Visit you at home within three working days of your request.	99%	99%
HMLS3	Send you a written summary of the advice we gave within five working days of your visit.	100%	100%
HMLS4	Refer you to another agency or housing association (where applicable) within five working days of your case beginning.	100%	100%
HMLS5	Give you a decision on your homelessness application within 33 working days and notify you in writing of the outcome.	100%	100%
HMLS6	Only evict tenants as a last resort when tenancy conditions have not been met.	✓	
HMLS7	Provide you with advice and assistance on how to prevent you becoming homeless.	100%	100%
	Housing Management		
HM1	If you report a breach of tenancy to us, such as inconsiderate parking, we aim to investigate it within three working days.	100%	100%
MH2	Where we believe a property to be abandoned, we aim to take action to regain possession within one working day.	100%	100%
MH3	Respond to your request to make alterations to your home within ten working days and make a decision on your request within 20 working days.	100%	100%
HM4	Where a serious case of tenancy breach, such as drug dealing from the property is reported, we aim to investigate within two working days.	100%	100%
	Estate Management		
EM1	We aim to visit your home once a year and discuss any matters that concern you.	100%	100%
EM2	We aim to visit your estate at least once every eight weeks to check for any defects such as vandalism, rubbish or overgrown gardens.	100%	100%
EM3	We aim to advise you of any estate visits at least ten working days in advance to give you the opportunity to participate.	100%	100%
EM4	We aim to remove all fly tipping on Erimus land within 24 hours of it being reported to us.	✓ 515 cases dealt with 2009-10	100%
EM5	We aim to remove any graffiti within 24 hours	✓ 558 cases dealt with 2009-10	100%

	<u>Dealing with Anti-Social Behaviour</u>		
ASB1	We aim to investigate any reported offensive incidents or harassment within one working day.	✓ 436 written warnings to date	100%
ASB2	We aim to investigate anti-social behaviour (ASB) such as noise or gang nuisance within three working days.	✓ 11 ASB contracts issued to date	100%
ASB3	Where racist or offensive graffiti is reported to us, we aim to remove this on the same day.	100%	100%
ASB4	We aim to take control of all reported ASB issues and report back to you when the issue has been resolved and the case closed.	100%	100%
	<u>Equality and Diversity</u>		
	Our staff and contractors will:		
E&D1	Respect your religious and cultural beliefs.	✓	
E&D2	Treat you fairly, regardless of age, race, sex, disability or sexual orientation, and tailor the service to your needs.	✓	
E&D3	Signpost services in community languages.	100%	
E&D4	Offer easy access to services and offices for disabled and frail visitors	✓	
E&D5	Provide an interpretation/translation/sign language service if you need it	✓	
E&D6	Use plain English in our communication and translate it into your chosen format, e.g. Braille or audio tape if you need us to.	✓	