

**SERVICE STANDARD**

**NORMES DE SERVICE**

**SERVIÇO DE NORMAS**

**STANDARDY USŁUG**

پښوانه‌ی خزمه‌ت‌گوزار په‌کان

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سروس معیاری



**aire  
valley**

homes leeds



TENANT APPROVED



We want to tell you the standards of service you can expect when receiving our services.

These ‘service standards’ cover the most important parts of our service, which tenants have helped set with us. Tenants have also told us at a number of meetings what standards are the most important, as they have a direct impact on the quality of the service and what you think about us.

## Customer Care and Communication

### We will:

- answer 96% of your telephone calls in an average of 40 seconds;



- resolve 85% of your enquiries the first time you tell us about them and if we can't, we will get back to you by the end of the next working day so you are aware of the next steps and who is dealing with your enquiry;
- see 90% of our customers who visit One Stop Centre's and Housing Offices within 15 minutes;
- respond to all correspondence including emails and formal complaints within 10 working days. (If a full reply is not possible, we will tell you within the 10 working days what progress we are making);
- acknowledge formal complaints within 3 working days and investigate and respond to within 10 working days; and
- produce a newsletter every three months to keep you up to date about our service.

## Repairs

### We will:

- attend to emergency repairs in 3 hours and complete it within 24 hours;
- carry out priority repairs within 3 working days;
- carry out general repairs within 28 working days;
- carry out planned repairs within 60 working days; and
- monitor our repair service by quality checking a minimum of 1 in 10 completed repairs.

## Anti-Social Behaviour

### We will:

- contact you within 24 hours of any urgent report from you about threats of violence, abuse or any other serious threat of anti-social behaviour;
- contact you and/or the alleged perpetrator within 5 working days to investigate less urgent complaints and agree an appropriate plan of action;
- review your case and provide you with an update at least every 20 working days; and

- issue you with a satisfaction survey within 5 working days of your case being closed, and use your feedback to help us improve our service.

## Lettings

### We will:

- tell you your housing membership number and housing priority within 10 working days of receiving your completed application; and
- contact you within 7 working days if you have been successful in your bidding for a home.



## Environment

### We will:

- cut grass every 3 weeks during the growing season (April to October);
- remove bulky refuse from communal areas within 24hrs of it being reported;
- remove any fly tipping within 24hrs of it being reported;
- remove an abandoned vehicle within 14 days of it being reported; and
- carry out estate walkabout inspections every 3 months.



## Rent payment Arrears and Debt Advice

### We will:

- post your payment card within 7 days of your tenancy starting;
- send you a rent statement every three months;
- offer you money budgeting and benefit advice if you are in financial difficulty;
- contact you by letter, telephone call or visit if you owe 2 weeks rent and are a weekly payer or if you owe 5 weeks and you pay on a monthly basis;
- notify you at least 7 days before we commence legal if you continue to not pay your rent on time;
- notify you at least 10 days before any court hearing requested by us; and
- notify you at least 7 days before an eviction is carried out.

## Customer involvement

### We will:

- pay expenses so you are not out of pocket e.g. travel or childcare costs, parking expenses;
  - advise groups how and where to get funding to help them achieve their goals;
  - report back after every event to let you know the difference your views have made;
  - attend tenants' and residents' groups meetings when invited;
  - monitor the profile of involved tenants and work to promote involvement so our activity is representative of the wider community;
  - provide a range of training opportunities to help customers get the most from their involvement, maximising their involvement impact;
  - evaluate the impact of involvement work, recording the number of changes as a result being involved with our customers;
- be considerate when organising events such as focus groups or meetings so they are accessible, pleasant and convenient places to be; and
  - carry out annual visits to all registered tenants' and residents' groups or community groups in the area to check the support we are giving is correct and to plan how we can help in the future.



## Sheltered and Supported Housing

### We will:

- ensure you get the level of support you need, by completing a support plan within 28 days of entering the service;
- always agree with you the frequency of personal contact from our Supported Housing Officer; and
- review your support plan at least every six months or sooner if your circumstances change.



## Gas Servicing

### We will:

- service your integral gas appliances and issue you with a gas safety certificate once a year.

## Adaptations

### We will:

- carry out minor adaptations in 28 days; and
- contact you about any major adaptation request from Adult Social Care we receive within 10 working days.

## Asbestos

### We will:

- check if asbestos is present within 3 working days of you reporting it to us, or the same day if we feel there is an immediate risk.
- contact you within 10 working days of an asbestos inspection to tell you what we found and what our next steps will be.

## Leaseholders

### We will:

- hold meetings with leaseholders twice a year;
- write a leaseholder column in the quarterly newsletter; and
- carry out an annual leaseholder satisfaction survey.

### What to do if we are not meeting these standards

We will work hard to meet these standards, however, if you feel we are not meeting them please let us know. We work with a large number of tenants to design and improve services, so your feedback with suggestions on how we can improve is always welcome.

If you would like to get involved in discussions and meetings about how we can improve, contact the Customer Involvement Team on **0113 214 1994** or email **avhleeds.cit@avhleeds.org.uk**. Further information about involvement opportunities is available in our Customer Involvement leaflet and on our website.

### How we are performing against these standards is presented:

- in our annual report to tenants;
- on our website;
- to a number of tenants' forums such as our repairs focus group and to tenants at the bi-annual tenants' conference; and
- to our senior management team and Board.



Do you need this leaflet in a different format? For any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1774**.

Avez-vous besoin de ce dépliant dans un format différent? Pour l'obtenir dans un autre format, à savoir en gros caractères, sur CD/cassette audio, en Braille ou dans une autre langue, téléphonez au **0113 214 1774**.

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یان سی دی دہنگ، برایمل بؤ نابینا یان وەرگنیرابیت بؤ زمانیکی تر، تکایہ پھیوہندی بکہ بہ تہلمفونی  
0113 214 1774

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حاصل کرنے کیلئے فون نمبر 0113 214 1774 پر رابطہ قائم کریں۔

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