

# Service Standards: what residents can expect

## Repairs and Maintenance

### We will:

- **Complete repairs quickly.**  
Target times for repairs:
  - Emergency – within 24 hours (make safe within 4 hours)
  - Non-emergency – within 28 days
  - Programmed – added to a programme of planned works

Repairs for vulnerable residents will be prioritised taking into account their needs.

- **Agree an appointment date and time slot.**  
Repairs will be carried out at the slot we agree with you when you report your repair.
- **Get it right first time.**  
We will complete repairs at the earliest possible visit.
- **Keep you informed about your repair.**  
We will update you on progress with your repair, when required.

- **Carry out safety inspections.**  
We will undertake annual safety inspections of heating systems. We expect residents to assist by giving us reasonable access to their property.
- **Tell you if you are responsible for the cost of the repair.**  
We will inform you if you will be re-charged at the time you report a repair, if we know at the time.

## Quality of Accommodation

### We will:

- Maintain all properties to the Decent Homes Standard
- Consult and give notice before any major work is carried out to your home and give you a range of design and colour choices
- Make sure our contractors work within our Contractors' Code of Conduct. We will monitor our contractors and take action against those who perform badly.

## Lettings

### We will:

- Ensure properties meet the Victory lettable standard
- Contact applicants within 3 working days (after close of bidding) if a bid for a property is successful and offer accompanied viewings to all prospective residents
- Contact residents and offer a 'settling in' visit within the first 12 weeks of moving in to identify any additional needs they may have or support they require
- Provide advice and support to Victory residents wishing to move on how they may transfer to another Victory property, local authority or other social landlord

## Mutual Exchanges

### We will:

- Respond to all mutual exchange enquiries within 10 days, and give a formal response within 42 days of the receipt of a completed application form

## Estates and Neighbourhoods

### We will:

- Operate a targeted programme of Community Action Days involving residents and staff to ensure our communal areas and estates are maintained in a clean, tidy and safe condition
- Investigate reports of abandoned vehicles, properties and graffiti within 5 working days of them being reported, taking appropriate action as necessary. Racist, offensive and obscene graffiti will be removed within 24 hours of being reported
- Investigate dumped rubbish within 5 working days and where possible charge the cost to those responsible. We will offer residents a subsidised bulk rubbish collection service
- Carry out annual fire risk assessments of communal areas

## Anti-Social Behaviour

### We will:

- Respond to all reports of anti-social behaviour and deal with such incidents within set times, unless otherwise agreed with the resident
  - Level 1 (high risk) – contact within 1 working day, visit within 3 working days
  - Level 2 (low risk) – contact within 3 working days, visit within 5 working days
- Offer support and advice, including mediation to residents who are experiencing anti-social behaviour; clarify what action we can take and keep individuals informed of progress in dealing with their concerns
- Work with other agencies to provide the right support for perpetrators of anti-social behaviour to seek to prevent re-occurrence
- Take firm action to address and prevent re-occurrence of anti-social behaviour, including legal action in serious cases

## Customer Care

### We will:

- Answer 80% of phone calls within 30 seconds
- Aim to deal with telephone enquiries in one call. If we cannot resolve an enquiry immediately, we will say when we can
- Acknowledge all residents' letters and e-mails within 3 working days and respond within 10 working days
- Visit residents in their homes should they wish
- Open our office between 8.30am to 5pm Monday to Friday, except on public holidays
- Operate our customer service telephone lines 24 hours a day, seven days a week
- Ensure our employees and contractors wear identification badges and give their names when visiting
- Aim to resolve complaints at the first point of contact. Where that is not possible provide a full response to a complaint within 10 working days of receipt. Should more time be required to investigate the matter we will provide details of when a response can be expected.

## Rents and Tenure

### We will:

- Provide a breakdown of charges and a rent statement once every year and when you request it. We will provide this every 3 months to tenants who are in arrears.
- Offer a welfare benefits and debt management advice service to help residents manage their finances
- Contact residents within a month if they fall into arrears, before debts become difficult to manage. We will seek to agree with residents a plan to repay any arrears and provide advice and regular contact before taking court action if arrears continue to rise

## Tenant Involvement and Empowerment

### We will:

- Publish information to enable Victory's service performance to be scrutinised by residents
- Encourage and promote participation and offer a range of ways to involve residents in decision making

- Help with all reasonable expenses to facilitate participation
- Consult on all significant changes to the way we work and the services we provide and publicise the results of that consultation

## Diversity

### We will:

- Provide information in other languages, large print, Braille or on audio tape/CD if needed and provide interpreters where necessary. Ensure tenants' records are updated accordingly
- Make our offices accessible and make private rooms available for interviews where requested
- Respect residents' homes and all reasonable customs when undertaking home visits
- Regularly check that our services are fair and do not discriminate

## How are we doing?

### Let us know:

**Call:** 0800 371 860 or 0330 123 1860

**Email:** [info@victoryhousing.co.uk](mailto:info@victoryhousing.co.uk)

**Visit:** [www.victoryhousing.co.uk](http://www.victoryhousing.co.uk)