

Services Standards: Our promises to you

Service standards ensure that everyone receives the same treatment and they allow us to measure our performance, so that we can keep on improving the services that we deliver to you.

Each service team within PHP has developed its own service standards for the area of work that they do, to ensure that you receive a consistently high quality service from us.

Here you can see the level and quality of service PHP promise to deliver to you as a leaseholder.

0800 652 3900

Leaseholder Services

we will...

- ★ Make sure that we consult with you prior to undertaking any major work to your property, in line with current government legislation and best practice
- ★ Provide all new leaseholders with a Leaseholder Handbook and offer an appointment to visit you within one month of being notified of the assignment of the lease
- ★ Send you an Annual Statement by July each year
- ★ Answer your written queries within 10 working days advising what action we will be taking
- ★ Support and work with the Leaseholder Customer Service Panel through meetings held at least quarterly
- ★ Offer you guidance and a range of payment options when invoicing you for major works



- ★ Carry out repairs, where it is our responsibility to do so, to a high standard and within the agreed timescales
- ★ Include a section for leaseholders in each issue of the *At Home* magazine

Customer Services

we will...

- ★ Provide an easily accessible service
- ★ Provide a *Freephone Emergency Repairs Line*
24-hours a day, 365 days a year
- ★ Ensure our reception desk is staffed from 8.30am to 7.00pm (4.45pm on Friday)
- ★ Answer the phone within 5 rings
- ★ Ensure that another staff member assists with your enquiry or takes a message if the member of staff you are calling is not available
- ★ Get back to you within 1 working day if you leave a message
- ★ Keep our reception areas clean, tidy and ensure the information available is up to date
- ★ See you within 10 minutes of your arrival



- ★ Ensure that all staff wear an identity badge saying their name and job role
- ★ If you make an appointment we will do our best to see you on time
- ★ We will do our best to offer private interviews on request
- ★ Show identification and be professional at all times
- ★ Normally make appointments for home visits
- ★ Contact you if we are unable to keep an appointment as soon as we can and rearrange it
- ★ Treat all customers fairly and according to their needs
- ★ Make our offices accessible for disabled people and provide an interpretation service if your first language is not English
- ★ Let you see the personal information that we hold about you
- ★ Apologise if we make a mistake or get things wrong
- ★ Aim to put mistakes right as soon as possible
- ★ Aim to learn from our mistakes so they don't happen again
- ★ Keep you informed at all times about the progress of any complaints you have made
- ★ Seek your views and comments about improving our service

Resident Involvement

we will...

- ★ Ensure you receive at least four *At Home* magazines per year
- ★ Update the PHP website at least on a fortnightly basis.
- ★ Share information with residents in a variety of formats; letter, newsletter, phone, text, email, website, in person and in communal areas
- ★ Publicise the dates and venues of open meetings three months in advance
- ★ Allow residents to be effectively involved at a time and in a way that suits them
- ★ Allow residents to be involved in the issues that interest them



- ★ Consult our residents on:
 - Service contract letting
 - Neighbourhood improvements
 - Policy and procedure development
 - Sustainable community development
 - Changes to the way services are provided or financed
 - Service and performance monitoring
- ★ Ensure groups and meetings have clear objectives and mandates
- ★ Ensure the outcome of consultations is reported to residents, including any implemented changes, within two weeks of the outcome being known
- ★ Provide regular training for interested residents
- ★ Provide expenses to ensure involved residents are not out-of-pocket, including travel, carer, stationery and communication costs
- ★ Include interested residents from all backgrounds, including traditionally “hard-to-reach” groups, in strengthening the community
- ★ Be proactive and innovative in going into local areas to work with the community and other agencies
- ★ Benchmark our service performance against other organisations
- ★ Review Resident Involvement Strategy, menu of involvement and service standards annually

Estate Management

we will...

- ★ Carry out an estate tour every 6 months with your local resident representative and key partners
- ★ Let you know two weeks before an estate tour will take place
- ★ Provide estate tour reports within 5 working days of the tour date
- ★ Provide an update on actions one month on from the tour
- ★ Be aware of anti-social behaviour and vandalism on our estates and report within 24 hours
- ★ Sticker untaxed and abandoned vehicles on our land within 3 days of being notified



- ★ Replace light bulbs in all our estate lighting within 7 days of it being reported. Time clocks will be changed to make sure they come on in the hours of darkness
- ★ Graffiti of an offensive nature will be removed within 24 hours. All other instances within 4 working days
- ★ We will order a repair for any faulty lighting that is our responsibility within 1 day of it being reported
- ★ Remove illegally dumped bulk refuse from our land within 2 working days of it being reported
- ★ Recharge any person who is responsible for causing damage to our property or dumping rubbish
- ★ Make sure all homes reported as abandoned are investigated within 2 days
- ★ We will ensure that all areas will predominantly be free of litter and rubbish
- ★ In flats and communal areas, we will ensure that:
 - Floors and stairs will be swept, mopped or vacuumed depending on the floor covering. We will not wash the floor if there is a chance it will freeze in cold weather
 - General surfaces such as banisters, handrails and skirting boards will be dusted or washed down. Cobwebs from ceilings, walls and light fittings will be removed
 - Mats and mat wells will be swept when required. Windows and glass that are accessible in the communal areas will be cleaned, when needed

Grounds Maintenance

we will...

- ★ Cut grass a minimum of every 12 working days throughout the growing season (March – October)
- ★ Ensure all grass cuttings will be swept or blown from footpaths and walk ways immediately after cutting
- ★ Spray and clear the edges of footpaths of weeds at least once a year
- ★ Strim grass as close as possible to obstacles such as trees, buildings or benches
- ★ Clear areas of litter and rubbish prior to cutting the grass
- ★ Removed all litter and rubbish from beds and borders and ensure edges are trimmed and cleared
- ★ Top up forest bark mulch once a year to help reduce the effect of weed growth

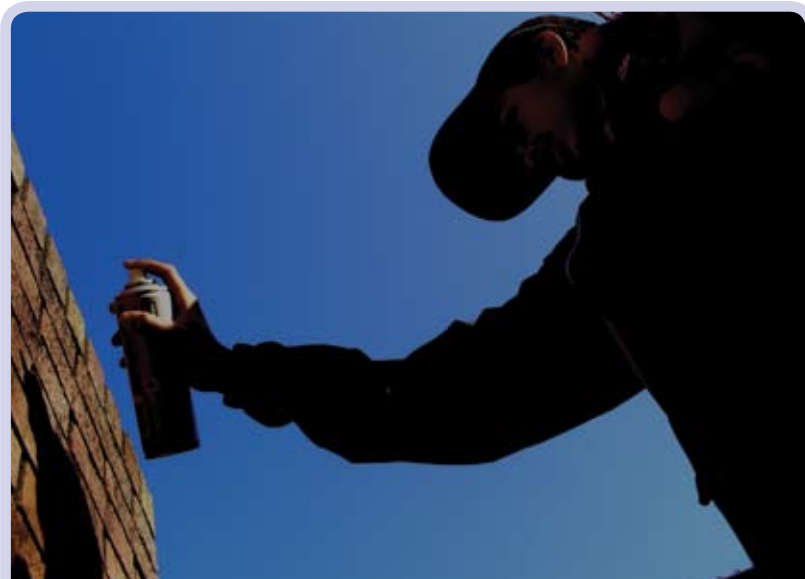


- ★ Check and complete minor maintenance work to the trees within these areas
- ★ Sweep garages and parking areas, footpaths and walkways a minimum of every 6 weeks
- ★ Remove all rubbish from the location prior to the sweep taking place
- ★ Arrange for large amounts of rubbish, fly tipping or bulky items to be cleared when they are reported to us
- ★ Ensure that weeds on tarmac, block paving and slabs are sprayed and controlled as required but a minimum of once per year
- ★ Remove overhanging branches and saplings
- ★ Strim verges

Anti-Social Behaviour

we will...

- ★ Respond to race, hate crime, domestic violence or serious physical assault within 24 hours of the report or the next working day
- ★ Respond to threats of violence, abuse and serious anti social behaviour within 5 working days
- ★ Respond to all other incidents within 10 working days
- ★ Ask for no more than 4 weeks of nuisance diary sheets at a time
- ★ Support witnesses with a range of measures including target hardening, tenancy support, court training
- ★ Keep all complainants informed at least every 6 weeks
- ★ Monitor and review all cases at least once a month
- ★ Ask you to attend court with us when necessary



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Complaints

we will...

- ★ Receive your complaint by letter, phone call, visit or e-mail and acknowledge your complaint within 2 working days
- ★ Refer your complaint to a manager, who will respond to you within 10 working days, telling you whether your complaint has been upheld
- ★ Carry out an independent investigation if you are not happy with the outcome of your complaint. A senior manager not previously involved in your complaint will carry out the investigation and the outcome will be reported to you within 10 working days
- ★ Refer your complaint to our Chief Executive if it has still not been resolved to your satisfaction



- ★ Our Chief Executive will contact you within 3 working days to arrange to meet you and discuss your complaint. The complaint will be re-investigated and a full response will be sent to you within 10 working days
- ★ Carry out a satisfaction survey with at least 85% of complainants once their complaint has been resolved
- ★ Monitor all complaints by reporting to our Board of Directors, to consider what PHP can learn from each complaint
- ★ Ensure your personal details are kept confidential