

The following information gives a summary of the standards that we and our contractors aim to meet. For more details of any of our standards please ask for the extra information shown in the end column

Service area	What we aim to do	Please see
<p>Repairs & Maintenance</p> <p>Emergency Repairs Urgent Repairs Routine Repairs</p> <p>Planned Works</p>	<p>We aim to complete these repairs in:</p> <p>24 Hours 7 Calendar Days 28 Calendar Days</p> <p>Provide you with an out-of-hours emergency repairs service</p> <p>Make and complete 95% appointments for all non emergency repairs</p> <p>Complete 95% of repairs on the first visit</p> <p>Inspect 15% of completed repairs to make sure they meet quality standards</p> <p>consult you fully before carrying out major works on your home</p> <p>ask you if you are satisfied with the work on completion</p>	<p>Our leaflet entitled 'Your Repairs Service'</p>
<p>Aids and Adaptations</p> <p>We will arrange for a tenancy officer to visit you to discuss potential aids and adaptations within your property, or a house move, if suitable</p> <p>We will arrange a visit by a member of our Property Asset Team if any requests require a property inspection first</p>	<p>Within 7 days of the initial contact</p> <p>Within 1 calendar month of initial request</p>	<p>Our leaflet entitled 'Aids and Adaptations'</p>

<p>Altering your home</p> <p>Responding to your request to alter your home</p>	<p>Acknowledge your request within 2 working days. Respond to your request within 10 working days of receiving all the relevant information.</p>	<p>Our leaflet entitled 'Altering & Improving your home'</p>
<p>Applying for accommodation</p> <p>Provide you with advice on your options available</p> <p>Interview you upon accepting your application to check the information you have given to us</p> <p>Process requests from our tenants to transfer</p> <p>Respond to changes in circumstances</p>	<p>On request and when you apply for a Beechdale Community Housing home</p> <p>5 working days*</p> <p>5 working days*</p> <p>5 working days*</p> <p>*Once all the information has been received</p>	<p>Our leaflet entitled 'Applying for a BCHA Home'</p>
<p>Letting Properties</p> <p>Our homes will be in good condition</p>	<p>All our homes which we let to new tenants will meet our minimum Empty Property Standard</p> <p>Provide you with vouchers to help towards decoration if your new home needs it</p> <p>We will visit you 4 times in your first year to help you settle into your home and give you support</p> <p>We will aim to visit all our homes at least once a year to carry out regular property and tenancy checks</p>	<p>Our Empty Property Standard – you should be given one when you apply to us for a home and again when you view your new home with us</p>

<p>Anti-Social Behaviour (ASB)</p> <p>We will not tolerate ASB</p> <p>Response time for serious ASB (e.g. violence of any kind, drug dealing, domestic abuse)</p> <p>Response time for hate behaviour, racial incidents and racial harassment</p> <p>Response time for less serious ASB for example – noise nuisance</p>	<p>1 working day</p> <p>1 working day</p> <p>5 working days</p>	<p>Our leaflets entitled ‘Anti Social Behaviour’ ‘Domestic Abuse’</p> <p>Our leaflet entitled ‘Hate Crime & Harassment’</p> <p>The booklet entitled ‘Hey Great... Neighbours!’</p>
<p>Estate Management</p> <p>We will Inspect communal areas of blocks of flats and provide opportunities for residents to join us</p> <p>Regularly inspect the estate to ensure your neighbourhood remains tidy and properly managed</p> <p>Remove racist or other offensive graffiti</p>	<p>Monthly</p> <p>Estate walkabouts carried out with residents and supporting agencies and publish any action taken</p> <p>Within 24 hours of us being made aware. Non racist or offensive graffiti will normally be removed with 5 working days</p> <p>inspect all areas on the estate at least once a quarter</p> <p>clean internal hallways and communal areas 3 times a week</p> <p>carry out regular tenancy checks to prevent illegal occupation or squatting</p>	<p>A member of the Beechdale Community Housing Operations Team.</p>

<p>Grounds Maintenance</p> <p>Grassed areas</p>	<p>To be cut at least 14 times a year starting April with the last cut around October November time</p>	<p>A member of the Beechdale Community Housing Operations Team.</p>
<p>Annual Gas safety checks/ service</p> <p>We will carry out an annual gas safety check to keep you safe in your home</p>	<p>Within 12 months of the previous service</p> <p>We will give you at least 7 calendar days' notice</p> <p>Provide you with a copy of the safety certificate</p>	<p>Our Tenants' Handbook</p> <p>Our leaflet entitled 'Gas Safety'</p>
<p>Complaints</p> <p>We will handle complaints over the phone, in writing or by fax, email or in person</p> <p>Stage 1 We will acknowledge your complaint in writing or other format suitable to you. We will respond fully to the details of your complaint in writing or other format suitable to you.</p> <p>Stage 2 You can proceed to Stage 2 if you are unhappy with our response by telling us why.</p> <p>Stage 3 If you are still not happy you can request that your complaint is reported to our Board of Management via the Operations Committee</p>	<p>2 working days of receipt</p> <p>Manager will investigate and respond to you fully within 10 working days from receipt of your complaint</p> <p>Acknowledge within 5 working days of receipt Director of Beechdale & Neighbourhood Services and Tenant Panel will have 21 working days to investigate and respond to your reasons</p> <p>This is dependent on the next available Committee meeting. They usually occur every 6-8 weeks. We will notify you of the committee's decision</p>	<p>Our Tenants' Handbook</p> <p>Our leaflet entitled 'Comments, Compliments & Complaints'</p>

<p>Stage 4 If you are unhappy with the Committee's response you can complain to the Independent Housing Ombudsman</p> <p>Monitor and learn from complaints</p>	<p>This timescale is driven by the Housing Ombudsman Service</p> <p>Review the complaints received during the year to identify areas for improvement</p>	<p>The Housing Ombudsman service leaflet available from us</p> <p>Our annual report</p>
<p>Rents</p> <p>Rent Statements</p> <p>Provide benefit advice and support</p> <p>Write to you about your annual rent change</p> <p>Make early and regular contact with you if you fall into arrears</p> <p>Advise you about different ways to pay so we can agree the option that is best for you</p>	<p>Provide you with 4 statements every year, or on request</p> <p>Assess if you are entitled to housing and/or welfare benefits and help you complete relevant forms and submit them for you</p> <p>At least 4 weeks before we make the change</p> <p>If you miss a payment notify you of the outstanding balance and make payment arrangements with you</p>	<p>Our leaflets entitled 'You and Your Rent' 'Customer Service Standards For Rents'</p>
<p>Translation Service</p>	<p>We will provide translations or an interpreter if English is not your first language if requested</p>	<p>Our leaflet entitled 'Translation Service'</p>