

believe housing service standards

April 2021

believe
housing

At believe housing, we don't want there to be any surprises when customers access our services.

That's why, by working with tenants and other stakeholders, we have developed a set of standards that clearly explain what our customers can expect from us; and what we can expect from them.

Our service standards are built around our core principles.

As part of our promise to you, we will:

- Be open, transparent and honest
- Ensure customers are at the forefront of everything that we do
- Deliver the best possible customer experience
- Treat everyone fairly, politely and with respect
- Make it easy for you to contact us
- Listen to your views and act on them in a timely manner
- Keep you informed and set clear expectations of what we can deliver
- Deliver on what we say we are going to do.



communication and information

we will:

- Ensure that information we provide to you is clear, concise and jargon-free
- Provide information that is easily accessible
- Offer support to ensure you understand the information we give you
- Provide a range of methods for you to contact us
- Work with you to keep our records of your contact details up to date to enable us to reach you
- Continue to develop our digital means of communication whilst catering for customers with other requirements

we expect you to:

- Behave in a way that shows respect towards our employees
- Let us know when things go wrong or when they go well so that we can use this knowledge to improve services
- Keep us informed of changes to your contact details e.g. phone number/s e-mail address or your circumstances to help us provide the appropriate service for you

complaints and feedback

we will:

- Listen to your concerns and be honest, fair and impartial when dealing with your complaint
- Investigate your complaint in a timely manner and regularly keep you updated on its progress*
- Learn from our mistakes and from compliments to use the knowledge gained when dealing with complaints to help improve our services

we expect you to:

- Let us know if something goes wrong so we can put it right
- Specify the grounds of a complaint and co-operate with the investigation process
- Behave in a way that shows respect towards our employees – the group has zero tolerance to violence and abusive behaviour

finding a home

we will:

- Offer support to help you find a home; for example, helping you with application forms and the bidding process
- Register your application in a timely manner so that you can begin bidding for properties as soon as possible*
- Provide you with all the information you need to make your tenancy a success when signing up to your home
- Ensure all properties we let are in a safe, clean and good condition
- Let you know when you have been successful in finding a home and give you regular updates on when we expect your home to be ready for you.

we expect you to:

- Provide us with relevant and accurate information when applying for a home
- Inform us of any changes to your housing needs whilst you are in the process of applying for a home

paying your rent

we will:

- Provide a convenient way for you to pay your rent
- Offer support for anyone who experiences difficulties with paying their rent; for example, helping you apply for welfare benefits, offering money and debt advice and employability services
- Take prompt action should your rent account fall into arrears*
- Undertake recovery action when all other avenues of support have been exhausted

we expect you to:

- Pay your rent on time and contact us in the event you feel unable to do so
- Work with us to clear your account should you fall into arrears

living in your neighbourhood

we will:

- Regularly inspect your neighbourhood to identify and address any issues
- Work in collaboration with partner agencies to improve the appearance of your neighbourhood
- Encourage all customers to take pride in their neighbourhood
- Feedback the outcomes of issues that have been raised in your neighbourhood
- Deal with incidents of antisocial behaviour in a timely and effective manner, and work with partner agencies to come up with solutions*
- Keep you informed about the progress of your antisocial behaviour case and support you throughout the process
- Pursue tenancy breaches and work to resolve them with partner agencies

we expect you to:

- Let us know of any issues you are experiencing in your neighbourhood
- Respect your neighbours and behave in a way that will not cause distress or offence
- Keep your home and garden tidy and in good repair
- Report any incidents of antisocial behaviour to us and/or to other agencies (e.g. police)

repairs and maintenance

we will:

- Provide you with a convenient way to report your repair
- Offer flexible appointments to carry out your repair*
- Be polite and respectful when carrying out work in your home
- Where possible, carry out your repair on the first visit
- Make you aware when we are unable to complete your repair at first visit and keep you updated on progress
- Undertake a regular programme of improvements and give you effective advanced notice of when this work will take place
- Ensure that our employees have the relevant up to date skills, safety equipment and training
- Ensure that our contract partners carry out work to the standards we expect

we expect you to:

- Inform us of any repairs that need doing to your home
- Give our employees access to your property to carry out any necessary work, including your annual safety checks
- Treat our staff and contractors fairly, politely and with respect

safety in your home

we will:

- Regularly inspect your neighbourhood to identify and address any issues
- Work in collaboration with partner agencies to improve the appearance of your neighbourhood
- Encourage all customers to take pride in their neighbourhood
- Feedback the outcomes of issues that have been raised in your neighbourhood
- Deal with incidents of antisocial behaviour in a timely and effective manner, and work with partner agencies to come up with solutions*
- Keep you informed about the progress of your antisocial behaviour case and support you throughout the process
- Pursue tenancy breaches and work to resolve them with partner agencies

we expect you to:

- Let us know of any issues you are experiencing in your neighbourhood
- Respect your neighbours and behave in a way that will not cause distress or offence
- Keep your home and garden tidy and in good repair
- Report any incidents of antisocial behaviour to us and/or to other agencies (e.g. police)

supporting our customers

we will:

- Identify customers who require additional support and provide a variety of measures tailored to their needs
- Work in collaboration with other partner agencies to support our customers
- Support you to live independently by providing an aids and adaptations service
- Support victims of domestic abuse and hate crime and work with partner agencies to try to resolve their issues
- Provide information to assist you in managing your tenancy
- We will endeavour to assist our tenants who have been affected by emergency situations involving their homes, e.g. housefires/floods.

we expect you to:

- Let us know if you are experiencing difficulties in managing your tenancy
- Work with our teams, if they are assigned to you, should the need arise

engagement and community investment

we will:

- Provide opportunities for you to engage with us, including an annual satisfaction survey and regular customer surveys. And let you know on a regular basis of how customer engagement has improved services
- Offer and promote a grant scheme so customers can apply for funding to support community projects
- Feedback on projects we are supporting in your community
- Continue to improve our engagement methods to suit all our customers.

we expect you to:

- Be open and honest
- Listen to and be open to the views of others

new builds

we will:

- To develop 1,250 homes over the five-year period 2021-26
- 92% of our new-build properties will be for affordable rent or affordable home ownership
- All new-build properties earmarked for older persons will have wet rooms and level access inside the home
- All our new-build properties will be constructed within a minimum of 85% of the National design space standards.

