



**Our vision is
"to deliver excellent Housing Services"**

Newark and Sherwood Homes Local Service Standards

April 2014



The Government Standard



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Stephen Feast

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1. WHAT IS A LOCAL SERVICE STANDARD?

Our Local Service Standards explain what standard of service you can expect to receive from Newark and Sherwood Homes.

The Standards are split out into the following areas:

- Repairing Your Home
- Your Rent and Other Charges
- Getting Involved
- Finding a Home
- Customer Care
- Helping You to Live Independently
- Making Your £ Go Further
- Looking After Your Local Area
- Involving Everyone

We have set these Standards because this is what you have told us matters most to you in each of the areas.

In all these Standards we will be fair, open, responsive and efficient. We also recognise that at times, some customers will have different requirements due to their specific needs.

2. HOW WERE THE LOCAL OFFERS DEVELOPED?

Our Local Service Standards were first developed by tenants and other customers with support from staff at Newark and Sherwood Homes in 2010/11 and then later revised in 2013/14.

Some of our service standards refer to providing services within published timescales. Our published timescales can be found on our website at <http://www.nshomes.co.uk/service-standards> or by contacting us on 0845 258 5550.

3. HOW CAN TENANTS ACCESS SERVICES?

By Telephone:

General enquiries (local call rate): 0845 258 5550
Repairs freephone (24 hours): 0800 561 0010
Emergency Out of Hours service: 0800 561 0010
Minicom: 01636 655960
Fax: 01636 655514

By visiting our Offices:

Registered Office

Newark and Sherwood Homes
Kelham Hall
Kelham
Newark
Nottinghamshire
NG23 5QX

Local Offices

Hawtonville Office
77c Eton Avenue
Newark
Nottinghamshire
NG24 4JH

Phone: 01636 655503
Fax: 01636 655504

Ollerton Office
Sycamore Road
Ollerton
Nottinghamshire
NG22 9PS

Phone: 01623 860740
Fax: 01623 860729

Over the internet via our Website:

www.nshomes.co.uk

Via email to:

housing@nshomes.co.uk

4. OUR LOCAL SERVICE STANDARDS

4.1 Repairing Your Home

We will:

- i. Complete repairs within our published timescales.
- ii. Offer appointments for repair requests.
- iii. Where possible complete repairs at our first visit.
- iv. Comply with the "Right to Repair" scheme.
- v. Give you a choice of fittings when you are having a new kitchen, bathroom or entrance door fitted.
- vi. Where required, arrange for external painting to be carried out to your home on a rolling programme.
- vii. Carry out an annual service on smoke detectors we have installed.
- viii. Carry out an annual heating service on all gas, oil, solid fuel and Calor gas appliances.
- ix. Arrange for periodic electrical testing to be carried out in accordance with legislation.
- x. Service stair lifts annually and passenger lifts bi-annually.
- xi. Undertake an annual energy rating of your property.
- xii. Post-inspect repairs to check the quality of the repair.
- xiii. Make every effort to ensure that you are satisfied with our repairs service.

4.2 Your Rent and Other Charges

We will:

- i. Let you know what your rent and other charges are when you sign up for your property.
- ii. Send you a statement telling you your balance every three months.
- iii. Tell you if you fall behind with your rent.
- iv. Keep you informed on welfare and benefit changes which may affect you.
- v. Provide and help you to access support and services if you experience financial difficulties.
- vi. Help you to maximise your income by supporting you to apply for any welfare benefits you may be entitled to.
- vii. Assist you to complete a housing benefit form and support you through the process.
- viii. Work with you to reduce any rent you owe by putting together an affordable payment plan.
- ix. Assist you compile financial statements taking all priority debts into consideration.
- x. Write and advise you if any legal action is to be taken against you.
- xi. Make legal action the last resort to recover rent and other charges.

4.3 Getting Involved

We will:

- i. Support you to be involved at all levels of the Company
- ii. Deliver tenant involvement events throughout the District
- iii. Support training and education opportunities for tenants
- iv. Promote and support the membership of Tenant and Residents Associations, Youth Tenant and Residents Associations and other tenants groups
- v. Support the membership of Tenants groups to be representative of the Local Community
- vi. Further develop a range of feedback mechanisms for tenants and leaseholders
- vii. Support the role of tenants in scrutinising and challenging the Company's performance

4.4 Finding a Home

We will:

- i. Allocate properties in accordance with Newark and Sherwood District Council's allocations policy.
- ii. Provide comprehensive housing advice that includes all housing options including those from other landlords.
- iii. Promote the efficient use of homes by encouraging you to swap accommodation more suited to your family's needs by applying for a mutual exchange or by using our 'Changing Places Scheme'.
- iv. Provide feedback to applicants on failed bids including ineligible/excluded bids.
- v. Provide and help you to access support and services..
- vi. Handle applications consistently in accordance with our publicised procedures.
- vii. Provide potential tenants with information needed to apply for a home with Newark and Sherwood Homes.
- viii. Provide new tenants with information on their new home.

4.5 Customer Care

We will:

- i. Provide a professional, polite and honest response to your enquiry.
- ii. Provide a consistent, professional response at whichever point you contact us.
- iii. Answer your calls within our publicised timescales.
- iv. Provide a home visit or appointment at a venue to suit you if it is unreasonable for you to attend our offices.
- v. Maintain your confidentiality.
- vi. Wherever possible, resolve your enquiry at first point of contact.
- vii. Respond to letters and other written enquiries, such as email, within published timescales.
- viii. Keep our website up to date.
- ix. Be aware of your needs when responding to your enquiry.
- x. Involve you in the development and decision making of our service.
- xi. Deal with complaints in an open and transparent manner in line with our publicised procedure.
- xii. Learn from the customer comments and feedback made to us.

4.6 Helping You to Live Independently

We will:

- i. Provide the lifeline service to all supported housing tenants in line with your tenancy agreement and to other tenants who choose to receive the service
- ii. Offer a range of additional services to support you in sustaining your tenancy.
- iii. Provide surgeries in Supported Housing Community Centres to meet customers' needs.
- iv. Identify any support needs and put in place actions which will contribute to the sustainment of the tenancy
- v. Undertake an annual tenancy audit including a review of support needs where appropriate.
- vi. Complete all adaptations within our published timescales.
- vii. Undertake surveys of all major adaptations to ensure customer satisfaction and address any issues raised.

4.7 Making Your £ Go Further

We will:

- i. Continue to make Value for Money a company priority to ensure we are delivering the best possible service for every pound spent.
- ii. Commit to identifying your priorities and promoting these for reinvesting efficiency savings.
- iii. Share with you how the company is delivering efficiencies Compare our costs with other local housing providers to identify where we are performing well and where focus is required.
- iv. Consult with you on how we allocate our resources to meet your priorities.
- v. Actively involve you in challenging Value for Money and the efficiency of services.
- vi. Continue to set challenging targets to seek to secure extra funding to spend on housing services and your homes.

4.8 Looking After Your Local Area

We will:

- i. Carry out, with you and other interested parties walkabouts on estates within the district to identify any actions required.
- ii. Arrange diversionary events in local communities.
- iii. Maintain communal areas and playgrounds.
- iv. Clean Community Centres and internal communal areas.
- v. Deal with tenancy breaches and other complaints in line with our policies and procedures.
- vi. Publish details of staff who provide services to you locally and notify you of any changes.
- vii. Work with other agencies to solve problems in communities.
- viii. Where appropriate publish details where formal action has resulted in injunctions and/or eviction.

4.9 Involving Everyone

We will:

- i. Ensure that you have the opportunity to express your views.
- ii. Consult with you and with potential tenants about making any changes and improvements to the services we offer.
- iii. Aim for our Board and our employees to be representative of the Local Community.
- iv. Provide information in a variety of formats to meet your needs.
- v. Maintain up to date equality and diversity information for you
- vi. Publish Equality Impact Assessments for Company Policies and Strategies.
- vii. Require contractors who work with us to consider your diverse needs to the same standard as we do.

Performance against the Local Service Standards will be published in the Company's Newsletter, Home from Homes, on the Company's website and on quarterly performance posters. In October of each year, the Company will publish an Annual Report to Tenants which will report on the Company's performance against each of the Local Service Standards.

5. WHO SHOULD YOU CONTACT IF THERE IS A PROBLEM?

Should you experience a problem with any service we provide then please contact us using the details contained in Section 3, "How Can Tenants Access Services", of this document and we will seek to resolve the matter.

Should you wish to make a complaint, pay a compliment or make a suggestion regarding any element of the service we provide you can do so by utilising our Access and Customer Care Strategy, which can be found on our website via <http://www.nshomes.co.uk/publications/13-our-documents>. Information leaflets and forms for completion can be obtained by contacting us using the details provided in Section 3, "How Can Tenants Access Services", of this document.

Newark and Sherwood Homes Limited
Kelham Hall
Kelham
NEWARK ON TRENT
Nottinghamshire
NG23 5QX

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Polish)

(Mandarin)

(Portuguese)



Signing



Audio Tape

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