

Your Neighbourhood & Community Service Standards



We want our neighbourhoods to be places where you want to live and where you will have peaceful enjoyment of your home. We are committed to ensuring that your homes, estates and communal spaces are areas you can be proud of.

We will:

- Carry out planned scheme inspections/walkabouts, promote and invite tenants, local Councillors, and other agencies such as Police and StreetScene to join us.
- Promote estate and borough-wide events via our social media and website to assist in increasing your involvement with events.
- Provide and promote the Community Fund Grant so that you can apply for financial assistance for community events.
- Provide a regular magazine (Housing Connect) to you to promote events, community engagement and important and useful information.
- Meet twice a year with our ground maintenance/cleaning contractors to monitor service level agreements and specifications to ensure communal spaces are well maintained.
- Request feedback from you through our Housing Connect magazine, social media, complaints, and website to help us to identify priorities and consider ideas for local offers.
- Visit you and inspect your home regularly so we can inspect the condition of the property and gardens and ensure we have up to date household information.
- Provide an online mutual exchange system and review mutual exchange applications and aim to respond to you with our decision within 42 days from notification.
- Commission annual satisfaction surveys via an external provider to meet regulatory compliance.
- Work in partnership with you and relevant partners such as Social Care, non-statutory partners, and charities – to ensure the right support and signposting is offered to you when need support to sustain independent living.

- Promptly raise concerns and work with you where there are issues.
- Offer a free “garden tidy scheme” to you if you meet certain criteria and are unable to maintain your own garden and have no-one that could assist you to do so.
- Promptly raise any drop in the standard of weekly cleaning in communal areas with our contractor and work with them to swiftly resolve the issue.
- Hold Tenant Panel meetings in a variety of locations and when possible, offer this virtually to ensure maximum attendance.
- Ensure the building cleaning and ground maintenance specifications are available for you.

How can you be sure we are meeting these standards?

We will:

- Use our in-house management performance systems to ensure we are meeting timescales.
- Report annually on performance to Council Members.
- Provide annual updates to you through our Annual Report.
- Involve our Tenants Panel in writing and reviewing our policies and standards.
- Provide feedback from annual satisfaction surveys to the Regulator of Social Housing through Tenant Satisfaction Measure surveys.
- Monitor and record all estate inspections and review outcomes.

