



Your Service,
Your Say



Housing Services

Our Day to Day Repairs Service Standard

We know that maintaining our tenants' homes is a top priority.

We will offer a choice of ways to report your repair:

Monday – Friday between 8.30am to 5.00pm:

- **In person** at the Acomb local housing office, 50 York Road or the Customer Centre, Library Square
- **By telephone** 01904 551200 (select option 1)
- **By email** housing.repairs@york.gov.uk

At all other times, we provide an **emergency repairs** service by telephone **01904 630405**

We offer a range of timescales:

Urgent repairs, for example no electricity or a burst pipe

- We will attend within four hours

Same day repairs, for example no heating and hot water

- We will attend within 12 or 24 hours, if reported during office hours

General repairs, for example, repair an internal door

- We will attend within 20 working days

To deal with repairs effectively, we will:

For 20 day repairs, offer you a convenient appointment slot during

- Morning (from 8am to 1pm)
- Afternoon (from 1pm to 4pm)

(We can be flexible with appointments, for example to fit in around school hours)

Carry out high quality repairs with minimum disruption and disturbance

Remove any rubbish and clear up once the repair is completed

Show you identification before starting work

Tell you if we can't keep an appointment and agree another convenient one with you

Tell you if the repair is your responsibility as set out in your tenancy agreement

To deliver a good repairs service, you can help us by:

- ✓ Reporting any repairs promptly
- ✓ Giving us as much information as you can about the problem
- ✓ Being at home when we call to do your repair
- ✓ Letting us know if you need to cancel or change an appointment
- ✓ Making sure we can access the repair by removing any obstructions
- ✓ Doing the repairs that are your responsibility

Measuring Success:

- Percentage of tenants satisfied with the repairs and maintenance service
- Percentage of tenants satisfied with the general condition of their property
- Appointments kept as a percentage of appointments made
- Percentage of appointments not kept due to customers not giving access
- Percentage of all repairs completed on time
- Percentage of repairs completed right first time
- Average calendar days to complete a repair, excluding pre-inspection
- Average calendar days to complete a repair, including pre-inspection



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Our Planned Maintenance Service Standard

We are committed to making sure our tenants' homes are kept in good repair by carrying out regular, planned maintenance.

To make sure your home is secure and weatherproof, we will:

Repair and repaint all external woodwork every 7 years

Only use reputable contractors and skilled staff

Complete work quickly and to a high standard

Minimise disruption during work

To keep you involved and informed, we will:

Suggest a date for the contractor to carry out a survey of work required

Ask what you repairs you think need attention before we start to paint

Write to tell you when work will start

Provide contact details for the surveyor who will oversee the contract

Provide a colour card offering you a choice of 20 colours

Keep you informed of progress and changes, especially if bad weather delays work

Check the work when it is complete

Send you a survey afterwards to find out how satisfied you are with the work

To deliver a good planned maintenance service, you can help us by:

- ✓ Keeping to any arrangements you make, especially to stay in when we need access
- ✓ Letting us know as soon as possible if your plans change
- ✓ Making sure all doors and windows are opened for painting and left open as long as possible afterwards
- ✓ Taking down or tying back your curtains or nets when we start painting windows
- ✓ Opening your doors and windows daily for 2 weeks to stop new paintwork from sticking
- ✓ Reporting any problems straight away to the project surveyor or contract manager

Measuring Success:

- Percentage of tenants satisfied with repairs and maintenance service
- Percentage of tenants satisfied with the general condition of their property
- Percentage of tenants satisfied with the overall quality of their home
- Percentage of tenants satisfied with external painting

Our Gas Servicing Service Standard

As your landlord, we have a legal obligation to service every customer's gas boiler and fires, every 12 months.

To service your gas appliances, we will:

Write to tell you your gas service is due

Provide a freephone number for you to call and make a convenient appointment

0800 138 7077

Offer you a choice of appointments

- Morning (8.00 – 1.00pm)
- Afternoon (12.00 – 4.00pm)
- Between 4pm and 6pm

(We can be flexible with appointments, for example to fit in around school hours)

Only use qualified Gas Safe engineers

Always show you identification

Work in a clean, safe way in your home

Service, clean and check all gas appliances in your home that are owned by the council

Do a free visual check of any gas appliances in your home that belong to you

Give you a copy of the completed gas safety form called a CP12 and send a copy to the housing department for their records

Advise you of any legal action needed to force entry into your home including costs

To deliver a safe and effective gas service, you can help us by:

- ✓ Making an appointment for your annual gas service
- ✓ Keeping your appointment
- ✓ Letting us know if you need to cancel or change your appointment
- ✓ Making sure the engineer can get to your gas appliances
- ✓ Keeping your own gas appliances safe and following the engineer's recommendations for them
- ✓ Keeping your copy of the CP12 form safe

Measuring Success:

- Percentage of tenants satisfied with gas servicing
- Percentage of properties with a valid gas servicing certificate
- Appointments kept as a percentage of appointments made



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Housing Services

Our New Home Service Standard

We are committed to ensuring our empty properties meet our new home standard and are ready to move in.

Before you move into your new home, we will:

Clean it and remove all the previous tenant's belongings

Survey the property and complete the repairs needed

Make doors and windows safe and secure, providing keys for all locks

Provide a hygienic kitchen with sufficient units for the size of your home, a fitted worktop and a tiled splash back

Provide a cooker point which will be either gas or electric

Where practical, provide a washing machine space

Provide a hygienic bathroom suite with tiled a splash back to all basins, baths or showers

Ensure walls and ceilings are ready for you to decorate; free from damp and not in need of replastering

Clear the garden to make it safe

Once you are in your new home, we will:

Complete any small repairs not previously done

Check and service the gas and electricity appliances once you have arranged for the supplies to be turned on

Complete any gardening work to leave it at a standard that you can maintain yourself.

To deliver a good new home service, you can help us by:

- ✓ Making and keeping your appointment to view the property
- ✓ Getting your gas and electricity supplies connected promptly
- ✓ Arranging your gas and electrical checks once your supplies are on
- ✓ Disposing of any rubbish properly
- ✓ Reporting promptly any problems you find after moving in

Measuring Success:

- Average time to undertake void repairs to achieve lettable standard
- Percentage of tenants satisfied with their new home (lettable standard)
- Average number of days to relet empty properties



Your Service,
Your Say



CITY OF
YORK
COUNCIL
Housing Services

Our Tenants' Choice Modernisation Standard

We are committed to making sure that our tenants' homes meet a high standard by carrying out major improvements such as central heating, new kitchens and bathroom and rewiring.

We call this improvement programme ***Tenants' Choice***.

To provide an effective Tenants' Choice service, we will:

Publish our ***Tenants' Choice*** programme every year

Only use reputable contractors and skilled staff

Complete work as quickly as possible and to a high standard

Keep mess, noise and general inconvenience to a minimum

To keep you involved and informed, we will:

Suggest a date for the surveyor to carry out an initial assessment of the work required

Arrange appointments that suit you

Provide contact details for the surveyor who will oversee the contract

Provide a wide choice of products

Keep you informed of progress

Listen to any questions and concerns that you have

Check the work when it is complete and put any problems right quickly

Send you a survey afterwards to find out how satisfied you are with the work

Show you how to use any new appliances and providing leaflets and guidance notes

To deliver a good Tenants' Choice service, you can help us by:

- ✓ Co-operating when making choices and discussing layouts
- ✓ Not making changes to choices once they have been agreed
- ✓ Remaining flexible when rearranging appointments
- ✓ Keeping children and pets away from areas we are working in
- ✓ Clearing areas to be worked in before the work starts



Measuring Success:

- Percentage of tenants satisfied with the general condition of their property
- Percentage tenants satisfied with new home (lettable standard)
- Percentage of tenants satisfied with the quality of their home
- Percentage of dwellings failing to meet the decent homes standard
- Percentage of tenants satisfied with Tenants' Choice service (survey & focus groups)



Your Service,
Your Say



Our Resident Involvement Standard



Housing Services

Our customer engagement strategy ***Your Service, Your Say*** commits us to improving housing services by involving and including all our customers

To give you choices about how you can get involved, we will:

Promote our ***Your Choice!*** leaflet showing all the different ways you can get involved

Make sure there is something for everyone, making involvement accessible and welcoming

Provide support and training to help you get involved

To let you know what's going on, we will:

Send all tenants and leaseholders our ***Streets Ahead*** magazine quarterly

Update our website so you can see what involvement events are coming up

Give you feedback on the outcomes of surveys, consultations and involvement activities

- By letter
- Or through Streets Ahead
- Or on our website within one month of the activity

Report every year the impact, benefit and cost of each involvement activity

To put customers at the heart of our services , we will:

Involve our customer editorial board in each edition of ***Streets Ahead***

Support Resident Associations on our estates to work with us on local issues

Work with our Residents Federation to enable Residents Associations to have a collective voice and influence

Set up a Tenant and Leaseholder panel to scrutinise and challenge performance

Train and support our Tenant Inspectors to assess and improve our services

Involve customers when we review specific service areas or develop key strategies

Survey over 1000 council tenants every year so that your priorities inform our improvement plans

Involve tenants and leaseholders on our quarterly estate walkabouts

Work with tenants and leaseholders to use their Estate Improvement Grant to benefit their area

To deliver a good resident involvement service, you can help by:

- ✓ Responding to surveys
- ✓ Becoming a Tenant Inspector
- ✓ Reading ***Streets Ahead***
- ✓ Joining your local Residents' Association
- ✓ Joining the scrutiny panel
- ✓ Joining our customer panels
- ✓ Letting us know when you are not happy with the service we provide

Measuring Success:

- Percentage of tenants satisfied with their views being taken into account
- Percentage of tenants satisfied about being kept informed
- Percentage of tenants satisfied with opportunities to participate in management and decision making
- Percentage of complaints dealt with within timescale (all stages)



Your Service,
Your Say



Housing Services

Our Rent Collection Standard

We will collect rents efficiently, maximising our income to pay for the services we provide.

To give you a choice of how to pay your rent, we offer:

Direct debits which can be set up to pay monthly on 1st 8th 15th or 22nd

Standing orders which you can set up to pay on a date of your choice

On line debit card payments through our website www.york.gov.uk/payments/

Post office giro cheque payments and credit card payments (there is a charge made for these)

Allpay card payment points at convenient locations in your neighbourhood

Replacement of lost or damaged Allpay cards within 10 working days

To help you pay your rent, we will:

Check whether new tenants are entitled to housing benefit (Existing tenants can also ask for a check)

Send you a rent statement every 3 months or, on request, within 3 working days

Help you access free welfare benefit, legal and debt advise if you need additional support

Confirm your identity before giving out any rent account information

Only give other people information about your rent account if we have your written consent to do so

Give you a named person to deal with your rent query or arrears

Give you 28 days notice in writing when we increase your rent

Check rent accounts regularly and take action within 3 working days where a rent account is in arrears

Explain our rent collection procedures to new tenants

To deliver a good rent collection service, you can help us by:

- ✓ Changing your standing order payments when your rent increases (direct debit payments are increased automatically)
- ✓ Paying your rent regularly, weekly or monthly
- ✓ Letting us know if you plan to change how you pay your rent
- ✓ Responding to a phone call, letter or visit from us within 48 hours of our contact with you
- ✓ Making an agreement to clear any rent arrears and keeping to it
- ✓ Telling us straight away if your circumstances change

Measuring success:

- Tenant satisfaction with facilities to pay rent
- Number of tenants evicted as a result of rent arrears
- Current tenant rent arrears
- Former tenant rent arrears
- Arrears written off
- Percentage of lost or damaged Allpay cards replaced within 10 working days

Our Value for Money Service Standard

Housing Services, is committed to delivering excellent value for money services that meet the needs of all our customers.

To achieve value for money, we will:

Spend wisely and buy better so get the maximum benefit from our resources

Be mindful of how much time or money we are intending to invest, making sure we know how it will benefit customers

Follow our procurement guidelines when buying goods and services

Make sure we always get what we are paying for

Be alert to waste, removing activities that don't add anything to a process

Regularly review our services

Record the savings we make by being more efficient in our processes

Deal with things promptly and get things right first time

Provide information in your own language, if you ask us to.

Play an active part in creating improvement plans and putting them into practice

Make sure we change our working methods when processes and procedures change

Involve our customers and use feedback to learn about our services to improve them further

Record the compliments and complaints we receive about our services and show how we learn from complaints to improve our services

To deliver good value for money, you can help us by:

- ✓ Keeping to the terms of your tenancy agreement or lease
- ✓ Looking after your home and taking care of the fittings and fixtures
- ✓ Reporting repairs promptly – your own and those in shared areas
- ✓ Reporting vandalism or damage
- ✓ Helping to look after the local environment by not dumping waste, littering or dog fouling
- ✓ Paying your rent regularly and on time, by direct debit if possible
- ✓ Giving us plenty of notice if you plan to leave your property
- ✓ Clearing all your possessions and leaving the property in a clean and tidy condition
- ✓ Letting us know when we do things well or when we make a mistake
- ✓ Contacting us with your suggestions about getting better value for money services. Please call us on 01904 554379 or email yourservice.yoursay@york.gov.uk

Measuring Success:

- Percentage of tenants satisfied with overall services provided by your landlord
- Percentage of tenants satisfied with the value for money of their rent
- Percentage of tenants satisfied with the general condition of their property
- Average number of days to relet empty properties
- Current tenant rent arrears



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Housing Services

Our Estate Management Service Standard

We will ensure that your estates are well-maintained and safe places, where people want to live.

To keep your estates safe and clean, we will:

Remove racist or offensive graffiti on council property within 24 hours

Remove all other graffiti from council property within 5 working days

Remove dumped rubbish which is a health and safety hazard within 24 hours

Remove all other dumped rubbish within 7 working days

Monitor our empty properties to prevent vandalism and rubbish dumping

Provide a dedicated estate worker on our larger estates to keep them clean and safe

Advertise when your estate worker will clean your block of flats

Cut the grass in shared garden areas 14 times in the growing season; around every two weeks between April and October each year, weather permitting

To support you in keeping your estate safe and clean, we will:

Provide a free gardening service for elderly or disabled tenants who have no-one else to help, cutting their grass 5 times and their hedge twice between April and October, weather permitting

Publicise the dates of estate inspections widely on our website, on estate notice boards and to residents' associations

With tenants, conduct an estate inspection every three months and show you the actions identified, and progress with it, on our website

Visit new tenants three times in the first 12 months of their tenancy to check their homes and gardens

To keep your estate safe and clean, you can help us by:

- ✓ Coming along on your estate walkabout to show us what needs attention
- ✓ Reporting any problems promptly
- ✓ Disposing of your rubbish properly
- ✓ Reporting anyone who dumps rubbish or blocks bin chutes to us
- ✓ Keeping any shared areas clean and tidy
- ✓ Keeping entrances, halls, stairways and landings clear for safe emergency exit
- ✓ Telling us if you see anti-social behaviour in shared areas

Measuring Success:

- Percentage of tenants satisfied with their neighbourhood as a place to live
- Percentage of tenants satisfied with ground maintenance
- Percentage of tenants satisfied with internal cleaning of blocks of flats
- Number of days to remove fly tipping
- Number of days to remove graffiti
- Number of days to remove abandoned vehicles
- Percentage of tenants satisfied with the gardening service

Our Citywide Anti-Social Behaviour Service Standard

Our ASB promise to you

We are committed to working with local communities and partners to tackle anti-social behaviour by means of prevention and enforcement.

Providing Support:

Where residents are particularly vulnerable we will put them in touch with services that could provide additional support

We will refer to ASB mediation services, where appropriate

Where we need to take legal action, we will support you through this process and provide assistance and advice on gathering evidence

Responding to ASB:

We will respond to reports of anti-social behaviour within 1 working day or 5 working days dependent upon the urgency of the incident

Dealing with ASB and keeping you informed:

We will discuss the problem with you and explain all the options available and develop an action plan with you so you know what to expect

We will regularly update you on the action taken and progress made, as a minimum every 2 weeks, in a way that suits you

Partnership Working:

We will work in partnership with City of York Council, the police, Safer York Partnership, other housing providers and voluntary services to resolve issues of anti-social behaviour in your community

Closing a Case:

We will write to tell you when the case is closed and will give you the reason for closing it

Customer Feedback:

We will use your feedback to improve our services in how we tackle anti-social behaviour

Measuring Success:

- Percentage of tenants satisfied with anti-social behaviour case handling
- Percentage of tenants satisfied with anti-social behaviour outcome
- Percentage of tenants satisfied with anti-social behaviour advice by staff
- Percentage of tenants satisfied with being kept informed about anti-social behaviour
- Percentage of tenants satisfied with staff support when dealing with anti-social behaviour
- Percentage of tenants satisfied with speed at which anti-social behaviour was dealt with
- Percentage of emergency anti-social behaviour cases responded to within 1 working day
- Percentage of anti-social behaviour cases responded to within 5 working days



Your Service,
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Our Customer Service Standard



Housing Services

Excellent customer service is at the heart of our housing service. We understand our customers have a range of different needs and our service offers choice to meet them.

To provide an excellent service to everyone, we will:

Always deal with you in a fair, courteous and efficient manner

Use our *Understanding You Better* survey results to make sure everyone has equal access to our services

Offer a choice of ways to contact us including:

- at our offices
- at a home visit
- by phone
- by letter
- by email

Offer a choice of ways to get information from us including:

- a regularly updated website
- our quarterly newsletter – Streets Ahead
- our annual report
- information leaflets

Ensure our offices are accessible to everyone

Promote and use the language line translation service & the mini-com hearing loop

Provide information in your own language, on request

When you visit our offices, we will:

Wear a name badge that you can easily see

Always have an estate manager available, to give confidential advice on rent, nuisance or general tenancy matters, without appointment.

When you telephone us, we will:

Answer courteously, within 20 seconds, with a minimum response of:

- Good morning/afternoon,
- Housing services,
- Name

Return your phone call or message within 24 hours

Offer to call you back, if you prefer

When you write to us, we will:

Reply to your letter or email within 10 working days

Show contact details including name, phone number and email address on our reply

Respond within 5 working days to a request for a home visit

When we visit you at home, we will:

Arrive on time or let you know if we will be late

Show you identification

Let you know in advance if we cannot keep your appointment

Leave a calling card, if we miss you during a home visit

If our service is not satisfactory, we will:

Try to resolve it with you straight away

Help you to make a complaint, if we cannot resolve it straight away

Accept a complaint however you wish to make it – in person, on the phone or in writing

Respond to your complaint within 10 working days

Explain how our complaints procedure works

To deliver a good Customer Service, you can help us by:

- ✓ Being considerate to our staff
- ✓ Having relevant information available to help us help you
- ✓ Keeping your appointments
- ✓ Giving us access to your home, when needed
- ✓ Letting us know if you need to cancel or change an appointment

Measuring Success:

- Percentage of tenants who were able to get hold of the right person when making contact
- Percentage of tenants who thought staff were helpful
- Percentage of tenants who were satisfied that staff could deal with their problem
- Percentage of tenants satisfied with the final outcome of their query
- Percentage of tenants who felt staff were able to deal with their problem (complaints)
- Percentage of tenants satisfied with complaints handling
- Percentage of customers satisfied with outcome of complaint
- Percentage of complaints responded to within timescale
- Percentage of correspondence responded to within 10 working days
- Percentage of phone calls answered within 20 seconds