**LSHA**  **SERVICE STANDARDS**

**7 key commitments to you**

Your landlord is part of a federation of housing providers in the South of London called SolFed.

SolFed have developed a set of common service standards – commitments – for each landlord to adopt. These standards have been developed with the help of residents and staff from across the federation.

|  |  |  |
| --- | --- | --- |
| **WE WILL DO** | **HOW WE’LL DO IT** | **HOW WE’LL REPORT ON OUR PERFORMANCE TO YOU** |
| **1. Provide great customer care** | * We will deal with your enquiry when you first contact us or give you a named contact person if we need to come back to you * We will be polite and respectful towards you * We will respond to phone calls and emails within 48 hours – at least to acknowledge your message * We will respond to letters within a week of receipt – at least to acknowledge them * We will keep you in touch with the progress of your enquiry * We will match our words with actions * We will check with you that your enquiry has closed * For residents in supported housing, we will develop your support plans in partnership with you and review them regularly as agreed with you | * % residents or service users satisfied with the overall service provided * % residents who say we do what we say we will * % of people who spoke to the right person * % of people treated fairly   % of people kept informed of progress   * We will publish information about our performance at least once a year in our annual report to you and on our website * We will undertake a satisfaction survey every three years * % satisfaction with support plan (where needed) * % satisfaction with information, advice and advocacy (where needed) |
| **2. Carry out any repair or maintenance to your home professionally** | * We will clarify what kind of repair is needed before we visit your home * We will tell you the date of the appointment within 1 day of reporting the repair * We will tell you as accurately as we can how long a repair will take * If we believe that to solve a problem effectively more than one visit is required, we will explain the process to you and keep you in touch with what’s happening * We will operate a Code of Conduct with contractors | * % of residents satisfied with repairs and maintenance to the home * % of repairs appointments kept * % of residents satisfied with improvement work * % of residents satisfied overall with the conduct of contractors |
| **3. Respond effectively if anything goes wrong** | * We will listen to and acknowledge your point of view * We will publicise the complaints process * We’ll be clear with you about who is handling any complaint and how * We’ll respond to the subject of your complaint effectively * When a complaint has closed, we will seek your feedback on how we did | * % of residents or service users satisfied with the outcome of the complaints process * % of complaints that are resolved before having to be escalated |
| **4. Contribute to clean, safe and peaceful neighbourhoods** | * We will develop a fact sheet for ‘Being a good neighbour’ and promote this in welcome packs for new residents and service users and in our newsletters * Where we are responsible, we will keep your neighbourhood clean and well maintained * We will invite you to attend neighbourhood inspections, and give you at least a month’s notice of each one | * % satisfaction with how neighbourhood disputes are handled * Number of neighbourhood inspections carried out and average score awarded to neighbourhood inspections * % of actions completed as a result of neighbourhood inspections |
| **5. Act effectively on all reports of Anti-Social Behaviour** | * We will take your reports seriously * We will support you through the process * We will act promptly * Where something is outside our responsibility and where appropriate, we will signpost you to other sources of assistance * We will ask for your feedback on how effective we’ve been | * % of residents and service users satisfied with the outcome of ASB complaints |
| **6. Allocate homes fairly and welcome new residents and service users effectively** | * We will publish our lettings policy and keep it current * We will develop welcome packs influenced by the views of residents and service users * We will check whether you have support needs and where appropriate seek to arrange support (including aids and adaptations) | * Lettings policy updated annually * % satisfaction of new tenants after 3 months * % satisfaction with aids and adaptations |
| **7. Be straight in our communications with you and support your involvement with us** | * We will provide honest performance information * We will invite residents to scrutinise our performance * Where we are detailing costs or service charges, we will ensure that these are broken down appropriately and we will provide value for money * Where there are difficult decisions about spending money locally, we will seek your opinion * When we don’t know the answer to your question, we’ll tell you and we’ll seek advice * We will offer a wide menu of opportunities to give us feedback or get involved in shaping our services | * We will seek your feedback about our annual report to you * We will establish a cross-SolFed resident scrutiny group * % satisfaction with value for money of rent * % residents satisfied that their landlord keeps them informed * % residents satisfied that their landlord takes their view into account * % residents satisfied with opportunities to get involved |