**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.

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| **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)
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| **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
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| **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
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| **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
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| **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
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| **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
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