**LSHA** **SERVICE STANDARDS**

**7 key commitments to you**

**The following Service Standards have been updated in May 2021 to align with the tenants’ satisfaction survey which assesses how satisfied LSHA tenants are with the 7 key commitments**

| **WE WILL DO** | **HOW WE’LL DO IT** | **HOW WE’LL MEASURE AND REPORT ON OUR PERFORMANCE TO YOU** |
| --- | --- | --- |
| **1. Provide great customer care** | * We will manage your enquiry upon initial contact or provide you with a named contact person for follow-up * We will be polite and respectful towards you * We will respond to phone calls and emails within 48 hours – at minimum to acknowledge receipt * We will respond to letters within a week of receipt – at minimum to acknowledgereception * We will keep you updated with the progress of your enquiry * We will match our words with actions * We will confirm with you, that your enquiry has been closed. | * % tenants or service users satisfied with the overall service provided * % tenants who say we do what we say * % of tenants who were satisfied the last time they contacted LSHA * % of tenants who are satisfied that LSHA keeps them informed about things that might affect you as a tenant * % of tenants who are satisfied that LSHA gives them the opportunity to make your views known * % of tenants who are satisfied that LSHA listens to your views and acts upon them * 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 tenant satisfaction survey every three years. |
| **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 acknowledge your repair request within one day * We will confirm the date and details of your appointment by SMS/email and/or via your tenants’ account as soon as is possible * If it is an emergency, we will respond immediately * We will tell you as accurately as possible, 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 informed throughout * Our contractors will follow a Code of Conduct throughout the repair process. | * % of tenants who were satisfied with the way LSHA last repair dealt with your last completed repair/works * % of tenants satisfied with being able to report a repair * % of tenants satisfied that they are told when a contractor would call * % of tenants satisfied with being able to make an appointment for a repair * % of tenants satisfied with the amount of time taken before work started * % of tenants satisfied with the attitude of the repairs/works contractor * % of tenants satisfied that dirt and mess has been kept to a minimum during and after the repair has been completed * % of tenants satisfied that they are kept informed of progress with the repair/works * % of tenants satisfied with the speed in completing the works/repair * % of tenants satisfied with the overall quality of the repair/works. |
| **3. Respond effectively if anything goes wrong** | * We will listen to, record and acknowledge your point of view * We will publicise the complaints process * We will 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. | * Set up an e-mail/text process to allow tenants to provide feedback during the repair if it is not going well, and once the repair has been completed to ensure that any concerns about repairs/works are dealt with promptly * % of complaints that are resolved to prevent them being escalated. |
| **4. Contribute to clean, safe and peaceful neighbourhoods** | * We will develop a fact sheet for ‘Being a good neighbour’ and promote how you could be more involved with LSHA through welcome packs for new tenants, service users and in our newsletters * We will keep your neighbourhood clean and well maintained in the areas that fall under our responsibility * We will invite you to attend neighbourhood inspections, and give you at least a month’s notice before each one. | * % of tenants satisfied with how tenant and neighbourhood disputes are handled * % of tenants satisfied about their neighbourhood as a place to live * % of tenants satisfied about the overall appearance of your neighbourhood * % of tenants satisfied about the ground’s maintenance, such as grass cutting, in their area * % of tenants satisfied about the cleaning of internal communal areas * % of tenants satisfied about the cleaning of external communal areas * % of tenants satisfied with the overall estate services provided by LSHA. |
| **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 direct you to other sources of assistance e.g., the Police or Local Authority. | * No. of ASB complaints dealt with * % of ASB cases dealt with at the first stage of the process. |
| **6. Allocate homes fairly and welcome new tenants and service users effectively** | * We will publish our lettings policy and keep it current * We will develop welcome packs influenced by the views of tenants and service users * We will provide advice to tenants with support needs and where appropriate seek to arrange assistance (including aids and adaptations). | * Develop a welcome pack for all new tenants * Letting’s policy updated every 3 years * Supply all tenants who require support needs with the appropriate aids and adaptations. |
| **7. Be clear in our communications with you and support your involvement with us** | * We will provide clear and honest performance information * We will invite tenants 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 will tell you and we will seek advice * We will offer a you 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 * % satisfaction that LSHA keeps you informed about things that might affect you as a tenant * % satisfaction LSHA gives you the opportunity to make your views known * % satisfaction LSHA listens to your views and acts upon them * % satisfaction with value for money of rent * % tenants satisfied with opportunities to get involved * We will invest resources to set up an LSHA tenants’ group to provide scrutiny into service delivery and policy. |