



Our Customer service offer



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Introduction

We are committed to providing the best service we can. What does that mean? Here at One Housing it means that putting customers first is the focus for every single colleague. From the Chief Executive and managers to officers and staff on the frontline, we understand that what we do and the way we do it has an impact on our customers.

Our customers are all different, with different circumstances and needs, but our aim is the same: to deliver consistently good services to everyone.

Here we have set out the standards, designed around the regulatory framework for social landlords and consumer standards, that we aim to deliver across all our areas of work. We will monitor the services we provide and actively seek your feedback to help us improve.

When delivering services and in our interactions with customers we will:

- be polite and professional
- treat everyone fairly and with respect
- have well trained and knowledgeable staff to deal with your queries
- be clear in our communication with you
- treat the information we hold on you in confidence and comply with the principles of the General Data Protection Regulations (GDPR)
- keep up-to-date with changes in regulation and Health and Safety standards and ensure our policies and work practices reflect these changes.

How you can contact us

We offer a range of ways for you to contact us and will provide a personal and professional service, regardless of the method you choose to use.

You can access our services via:

Our website

Our website www.onehousing.co.uk that is easy to use, simple to navigate with customised content so you can quickly find what you need.

MyOneHousing

MyOneHousing www.myonehousing.co.uk is our online customer self-service portal which you can access at any time, 24 hours a day, seven days a week, to:

- view and manage your account details
- view your rent and service charges
- make a secure payment
- report repairs for your home and communal areas
- report concerns such as anti-social behaviour, tenancy fraud, safeguarding etc.

Customer Service Centre

The Customer Service Centre is open Monday to Friday (excluding Bank Holidays) from 8am to 6pm apart from Wednesday, when we are open from 9am to 6pm.

You can contact us on:

t: 0300 123 9966

e: ask@onehousing.co.uk

Customer Service Centre West Region / Berkshire

Residents in Berkshire should contact Housing Solutions on 0800 587 9941 to report a repair. The Customer Service Centre is open from 8.45am to 5.15pm Monday, Tuesday and Thursday; 10am to 5.15pm on Wednesday; and 8.45am to 4.45 on Friday.

Out of hours

If you have an emergency repair, you can report it at any time on 0300 123 9966. If it happens out of office hours, our out of hours service provider will deal with it on our behalf.

Social Media

We are online to deal with queries Monday to Friday from 9am to 5pm.

You can contact us at:

twitter.com/Askonehousing
facebook.com/onehousing

Our Offices

You can write to us at the following addresses or visit our offices by appointment.

Head Office

Atelier House, 64 Pratt Street,
London, NW1 0DL

Local Offices

12 The Quarter Deck, London E14 8SJ
17 Castalia Square, London E14 3PQ

Our customer service standard

When you contact us via our website, MyOneHousing, email, phone or in writing, we will:

- acknowledge your query within 2 working days
- aim to resolve your query at the first point of contact
- make sure we update your information, including your communication preferences and any needs you may have
- ensure your query is referred to the most appropriate team if it requires specialist help
- aim to provide a full response to your query within 10 working days and, if we can't, we'll let you know when you can expect a full reply

When you phone our Customer Service Centre we will:

- introduce ourselves by our first name
- aim to answer 80% of calls within 20 seconds
- offer you the option of a call back during our busy periods
- record our calls to help us to monitor and improve the quality of the service we provide.

When we visit you at home, we will:

- arrive on time or, if delayed, call to let you know why and when we will get there
- respect your home and be mindful of any customs
- show you OHG identification.

We will monitor our performance by:

- carrying out regular satisfaction surveys
- recording calls to our Customer Service Centre for training, monitoring and feedback purposes
- benchmark our service with other comparable housing organisations.





Our customer complaints standard

We do our best to always provide you with the best service possible but accept that sometimes things go wrong, and we may occasionally make mistakes.

If you are unhappy with the standard of service, you can make a complaint via MyOneHousing, by email, letter, in person or via the online form on our website.

When you make a complaint, we will:

- provide access to our Complaints Policy on our website
- log all complaints on our Customer Relationship System for audit purposes
- acknowledge your formal complaint within 3 working days and let you know the name of the person / department dealing with it
- investigate your complaint and provide you with a written response within 10 working days, unless a different timescale has been agreed with you
- when we have got it wrong, we will admit it and apologise
- if you are not satisfied with our response let you know about your right to escalate your complaint within One Housing and/or complain to the Housing Ombudsman

We will review our performance by monitoring:

- customer satisfaction with the way we deal with complaints
- the number of complaints completed within target time
- how lessons learnt are incorporated into improving services



Our home standard

We are committed to providing residents with safe, comfortable homes that are well-maintained. If something goes wrong, we want to put it right first time.

For leaseholders and shared owners, we have a separate standard as there are differences in responsibility in relating to the repair and maintenance services we provide.

1. Maintaining your home/repairs service standard

We will:

- provide a range of ways to report repairs and appointments, including via MyOneHousing, our online customer self-service portal
- keep the exterior and communal interior area of the property in good repair
- provide an out of hours service so you can report emergency repairs by phone at any time, 365 days a year
- make available to you a copy of our repairs standard which sets out the Tenant and Landlord responsibility
- explain whether the repair you report is our responsibility or yours
- provide you with an appointment and compensate you if we do not attend at the agreed time for repairs within your home
- keep you informed about your repair by text if you provide us with a current mobile number
- aim to carry out any repairs at the first visit where possible
- deliver a prompt and efficient repairs service within the following timescales:

- Emergency repairs within 24hrs
- Routine repairs within 28 days
- publish details of our major planned improvement programme
- maintain communal areas, carrying out repairs we are responsible for both promptly and efficiently
- carry out minor aids & adaptations to your home if you need them
- help you to arrange major adaptations if you need them.



2. Keeping you safe in your home service standard

We are committed to keeping you, members of your household and your neighbours safe in and around your homes.

Gas safety

We will:

- carry out an annual gas servicing on all gas appliances in your home and give you a certificate confirming they are safe
- contact you before the due date of the annual service and offer you an appointment
- inspect gas appliances in empty properties before we let them
- provide appropriately qualified engineers.

Electrical safety

We will:

- carry out an electrical safety inspection of your home at least every five years
- contact you before the due date of your five yearly electrical inspection and offer you an appointment
- give you a copy of the electrical certificate when you move in and when it is renewed
- ensure the inspection is carried out by appropriately qualified engineers.

Communal areas in apartment blocks and estates

We will:

- carry out weekly tests of the fire alarm system in communal areas
- inspect and test emergency lighting
- carry out a Fire Risk Assessment at least once every two years.

Carbon monoxide detectors

We will:

- provide carbon monoxide detectors to all properties with gas appliances
- repair or replace hard-wired or battery carbon monoxide detectors.

Smoke detectors

We will:

- provide every home with at least one smoke detector
- repair or replace hard-wired or battery smoke detectors.

Legionella

We will:

- carry out Legionella risk assessments periodically to our blocks and estates, and complete monitoring and inspection programmes where required.

Our home standard (continued)

3. Fire safety in your home

We will:

- carry out regular inspections to our blocks and estates and complete any identified work or actions.

Your responsibilities

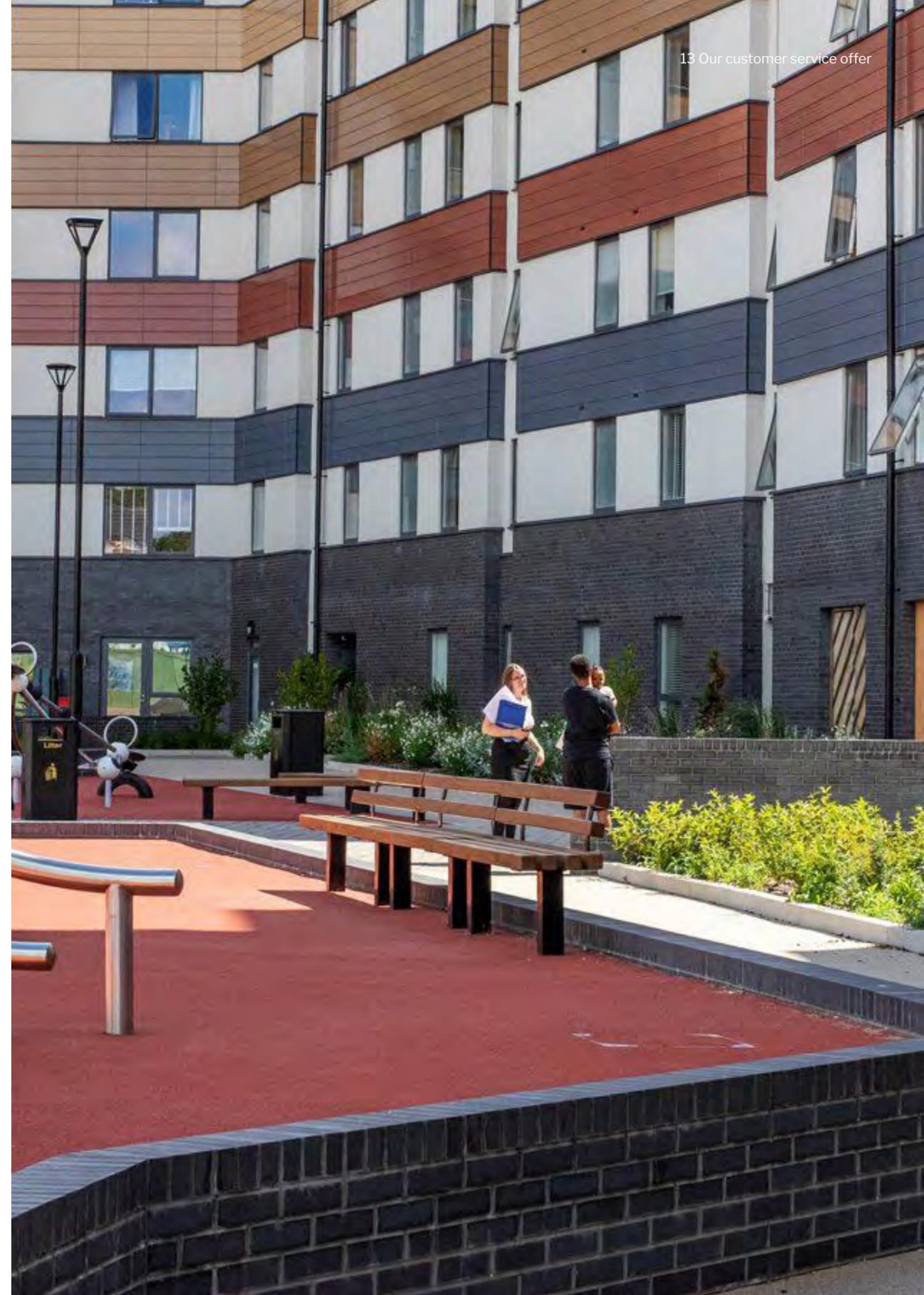
Keeping yourself, members of your household and your neighbours safe is something you are also responsible for and we expect you to:

- report a fire to us no matter how small it is
- not store any flammable items or have barbeques on balconies
- keep all communal areas completely clear. If you live in a flat, you must not store any belongings outside your home in corridors or other communal areas. If you see any items being stored in communal areas, you should report it these items to us straight away.
- follow the evacuation strategy if you live in a block
- request written permission from us before you alter anything in your home
- test the smoke, heat and carbon monoxide detectors in your flat regularly and report any faults immediately
- change batteries in smoke and carbon monoxide detectors

- not smoke or light barbeques in any communal areas.

We will monitor these standards by:

- carrying out regular satisfaction surveys on our repairs service
- carrying out post inspections of repairs
- checking the quality of the work our repairs team delivers.



Income management service standard

We rely on prompt payment of rent and service charges to cover the cost of all the services we provide. We aim to avoid arrears and other debts by taking proactive and preventative action where customers may need support.

Rent and service charges

We will:

- expect rent and any service charges to be paid weekly or monthly in advance
- offer you a range of ways to pay your rent and other charges via MyOneHousing, our online portal, by direct debit or standing order
- help you set up an automated payment arrangement including paying your rent via housing benefit direct
- offer payment by direct debit on weekly or 4 weekly frequency
- provide you with information that explains how your rent and service charge is set and how it is charged, giving you at least 28 days' notice of any changes
- send you a statement every quarter or on request.

Advice and support

We will:

- provide advice on welfare benefits, debt advice and support into employment
- signpost you to specialist services where necessary to help you to maintain a clear rent account
- work with support officers from our Health Care and Support (HCS) teams in order to provide HCS tenants with support where needed

- with your consent, talk directly with staff in local authority Housing Benefit departments or other organisations on your behalf.

Problems paying your rent or other charges

We will:

- advise you of any late or missed payments promptly, ask you to address it, and work with you to get your payments back on track as soon as possible.
- take prompt action to recover any money you owe us if you continue to underpay or miss payments
- as a last resort, take legal action against you
- trace former tenants in order to recover any money owed and pursue repayment through the courts
- charge you for any legal and tracing costs incurred if we have to take legal action to recover any money owed.

We will monitor these standards by:

- carrying out satisfaction surveys of our income management service
- monitoring the level of rent arrears
- Monitoring the frequency and number of legal actions we take.



Tenancy and neighbourhood service standard

1. Lettings & allocations

We will let vacant properties to those applicants in the greatest housing need, making best use of available stock and, where possible, creating balanced communities.

We will:

- build high quality, desirable homes
- let our homes in a fair, transparent and efficient way
- ensure properties are let quickly to those most in need, making the best use of our homes
- carry out an affordability check, help you set up a direct debit, and signpost you to services and utilities
- provide information about your rights and obligations as a tenant
- provide guidance and options if you want to move, or support you if you are having difficulties managing your tenancy
- give you a decision within six weeks if you request a mutual exchange. If your application is declined, we will tell you why.
- assess your transfer application within 10 working days of receipt
- consider any appeal against decisions about your transfer or an offer of accommodation within 10 working days.

2. Tenancy management

We aim to provide our residents with an excellent tenancy management service.

We will:

- investigate and act on tenancy and lease issues promptly and efficiently
- provide information about your rights and responsibilities as a tenant
- carry out a settling-in visit within six weeks of the start of your tenancy
- offer advice and guidance to help you sustain your tenancy, including carrying out tenancy review visits
- investigate and action reports of abandoned properties within 7 working days
- investigate and action any reports of tenancy fraud within 7 working days
- Investigate and action any tenancy breaches including taking legal action
- Give you a decision within 10 working days if you request to take a lodger or sub-let your home
- Give you a decision within 10 working days if you request to run a business from your home
- Give you a decision within 21 working days if you request a change to your tenancy

When considering any requests

We will:

- not unreasonably withhold permission and we will consider each case on its merits and in line with our Policy
- give you our decision in writing within 10 working days of receiving your request
- ensure we explain our decision
- withdraw our consent if any conditions are not met, if circumstances change following consent being given, or if a pet causes a nuisance or damage to property.

3. Anti-social behaviour

We aim to ensure that all residents enjoy their right to peace, quiet and security in their homes. We will take prompt, appropriate and decisive action to tackle anti-social behaviour.

What is Anti-Social Behaviour (ASB)?

Anti-social behaviour includes a wide range of unacceptable behaviour that affects the quality of life for residents and others living or working in the community. The types of behaviour that we consider antisocial include:

- domestic abuse
- physical violence
- hate-related incidents (e.g. based on race, sexual orientation, gender, disability or belief)
- verbal abuse, harassment, intimidation or threatening behaviour
- vandalism and damage to properties
- prostitution or related activity, including kerb crawling

- criminal behaviour
- misuse of communal areas, public areas or loitering

What is not Anti-Social Behaviour?

We would not normally consider behaviour which results from different lifestyles or may not be considered unreasonable by most people as anti-social behaviour, for example:

- cooking smells
- general household living noise – babies crying, children playing, washing machine noise
- DIY in reasonable hours
- minor car repairs
- young people gathering socially
- someone parking lawfully outside your home
- one-off parties
- civic disputes between neighbours (e.g. boundary issues or shared driveways)



Tenancy and neighbourhood service standard (continued)

When you report an incident of Anti-Social Behaviour

We will:

- aim to make contact within one working days for the most serious issues, such as harassment, domestic abuse, hate crime or threats of violence
- make contact within three working days in other cases
- take a victim-centred approach
- log all reports of anti-social behaviour on our housing management system to ensure there is an audit trail
- acknowledge your report by email, summarising your report and any actions agreed
- agree an action plan with you and agree timescales
- agree frequency of contact and your preferred method of communication for the duration of the case
- monitor any action plan at least fortnightly to check progress
- work with other agencies, including the police, that may have information regarding your anti-social behaviour report
- where appropriate, make a referral to an independent mediation service or signpost you to relevant agencies
- use a range of legal and non-legal tools to tackle anti-social behaviour

- consider legal action where all other methods of resolving anti-social behaviour have failed and there is enough evidence to support Court action
- contact you before we close your case and provide you with a summary detailing why it is being closed.

We will monitor these standards by:

- performance monitoring
- carrying out customer satisfaction surveys of closed cases.



Estate management service standard

We want you to enjoy living in your home and neighbourhood and provide services to ensure that communal areas and open spaces are well maintained and safe.

To achieve and maintain the desired standards across our estates, we will:

- carry out regular inspections of communal areas to ensure they meet all Health and Safety standards
- grade the quality of estate services to ensure consistently high standards are achieved and maintained
- buy goods and services offering the best value for money and balancing cost, quality and performance
- invite you to take part in our inspections
- ask for your views on your neighbourhood, and our communal cleaning and gardening services and any ideas for service improvements
- publish the dates of inspections, grades achieved, schedule of cleaning services and details of your property management team on a scheme noticeboard
- carry out repairs in communal areas within our published priority target times
- remove any hazardous items from the communal areas within 24 hours
- remove any non-hazardous items from the communal areas within 7 working days
- aim to remove any offensive graffiti within one working day of notification.

We will monitor these standards by:

- carrying out regular satisfaction surveys
- involving residents in any proposals to change the service/s provided
- publishing our performance quarterly

You can help us by:

- reporting to us anything you see on our estates that you feel needs our attention.



Leasehold and home ownership service standard

We are committed to providing all homeowners, including leaseholders and shared owners, with high quality services and meeting all of our responsibilities as outlined under the terms of the lease.

We will:

- provide new residents with information on our services
- provide an emergency out of hours repairs service for communal repairs.

Reporting repairs

As a homeowner you are responsible for the repairs within your home. We are responsible for repairs within the communal and shared areas.

We will:

- clarify whose responsibility it is when you contact us to report a repair
- carry out a repair first time wherever possible
- make available copies of invoices for works, in line with our Landlord obligations
- provide you with clear and comprehensive invoices, with a full breakdown of charges and description of the work carried out
- leave communal areas clean and tidy.

Defects period – new build homes

If the property is under 12 months old (known as the defects period), the developer may need to return to carry out the repair. Where this is the case

We will:

- arrange for the developer to fix the defect within an agreed timescale, depending on the work required
- make sure the developer contacts you to make an appointment
- check with you that the work has been completed to the required standard

Planned and major works programme

We will:

- publish our programme of planned works for all of our homes
- let you know of any planned works and improvements which may affect you at least six months in advance
- follow Section 20 consultation guidelines for major works where the cost exceeds £250 per leaseholder.

Setting and collecting charges

We will:

- provide details of any rent and service charges you will need to pay as part of your lease or as a homeowner
- provide you with an annual statement, or when you ask for one
- explain how the cost has been worked out and tell you about any proposed changes
- provide you with a summary of your reserve/ sinking fund contributions and expenditure, if applicable
- expect you to pay any rent and service charges in full and in advance
- issue service charge estimates by the end of February each year
- issue service charge actuals by the end of September each year
- offer you a wide range of payment methods
- advise you on your options, including Buy Back and signpost you to advice agencies if you have difficulties making payments
- agree a payment plan with you if you owe us rent or other debts
- take legal action if you do not keep to the terms of your agreed payment plan and charge you for the cost of doing this. This may include forfeiture and loss of your home.
- pursue any debt, even if you have moved out.

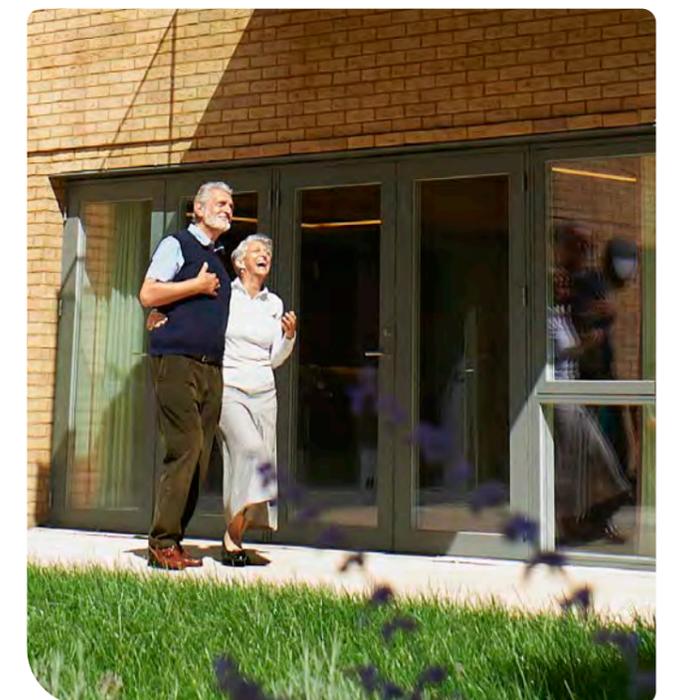
When considering any requests

We will:

- not unreasonably withhold our permission
- give you a decision within 10 days of receiving your request
- ensure that we explain our decision if we refuse permission.

We will monitor these standards by:

- carrying out satisfaction surveys and publishing our performance
- benchmarking the quality and cost of our services with other providers



Resident involvement

Our residents are at the heart of everything we do and we are committed to ensuring that they have a direct say in the services we provide. We will provide opportunities to become involved in shaping and monitoring our services in a range of ways to suit your needs.

We will:

- provide different ways to get involved
- give you support and training so that you can make the most of your involvement
- encourage involvement by offering practical support, such as child care costs, accessible venues and travel expenses
- consult with residents about any major changes to our services
- regularly ask residents for feedback on the quality of our services to ensure we continue to deliver improvements
- monitor levels of resident satisfaction with our services via surveys and questionnaires, resident panels groups including board membership
- inform residents how their views have been considered and used to improve our services.

We will monitor this by:

- reviewing levels of resident engagement
- carrying out satisfaction surveys



One Housing Group Limited, part of the Riverside Group Limited, is registered under the Co-operative and Community Benefit Societies Act 2014, registration No. 20453R and is registered with the Regulator of Social Housing Registration No.LH0171.

Registered address: Atelier House, 64 Pratt Street, London NW1 0DL

onehousing.co.uk