



## **believe housing service standards**

At believe housing, we don't want there to be any surprises when customers access our services.

That's why, by working with tenants and other stakeholders, we have developed a set of standards that clearly explain what our customers can expect from us; and what we can expect from them.

***Our service standards are built around our core principles. As part of our promise to you, we will:***

- Be open and honest
- Treat everyone fairly, politely and with respect
- Make it easy for you to contact us
- Listen to your views and act on them in a timely manner
- Keep you informed and set clear expectations of what we can deliver
- Deliver on what we say we are going to do.

Our standards are broken down into nine themes. These are:

- Finding a home
- Paying your rent
- Living in your neighbourhood
- Repairs and maintenance
- Safety in your home
- Supporting our customers
- Engagement and community investment
- Communication and information
- Complaints and feedback.

**In return, we expect that you to keep to all terms within your tenancy agreement (if you are successful in being granted a tenancy).**

### **Get in touch**

believe housing is committed to learning from all customer feedback. We welcome your views on the services we provide and see them as an opportunity for us to improve. If you have any comments about our services or would like further information about our corporate policies, please get in touch.



Visit: [www.believehousing.co.uk](http://www.believehousing.co.uk)

Email: [hello@believehousing.co.uk](mailto:hello@believehousing.co.uk)

Call: 0300 1311 999

Key Theme	We will:	We expect you to:
<b>Finding a home</b>	<ul style="list-style-type: none"> <li>✓ Offer support to help you find a home; for example, helping you with application forms and the bidding process</li> <li>✓ Register your application in a timely manner so that you can begin bidding for properties as soon as possible*</li> <li>✓ Provide you with all the information you need to make your tenancy a success when signing up to your home</li> <li>✓ Ensure all properties we let are in a safe, clean and good condition</li> </ul>	<ul style="list-style-type: none"> <li>✓ Provide us with relevant and accurate information when applying for a home</li> </ul>
<b>Paying your rent</b>	<ul style="list-style-type: none"> <li>✓ Provide a convenient way for you to pay your rent</li> <li>✓ Offer support for anyone who experiences difficulties with paying their rent; for example, helping you apply for welfare benefits, offering money and debt advice and employability services</li> <li>✓ Take prompt action should your rent account fall into arrears*</li> <li>✓ Undertake recovery action when all other avenues of support have been exhausted</li> </ul>	<ul style="list-style-type: none"> <li>✓ Pay your rent on time and contact us in the event you feel unable to do so</li> <li>✓ Work with us to clear your account should you fall into arrears</li> </ul>
<b>Living in your neighbourhood</b>	<ul style="list-style-type: none"> <li>✓ Regularly inspect your neighbourhood to identify and address any issues</li> <li>✓ Work in collaboration with partner agencies to improve the appearance of your neighbourhood</li> </ul>	<ul style="list-style-type: none"> <li>✓ Let us know of any issues you are experiencing in your neighbourhood</li> <li>✓ Respect your neighbours and behave in a way that will not cause distress or offence</li> </ul>

	<ul style="list-style-type: none"> <li>✓ Encourage all customers to take pride in their neighbourhood and invite them to take part in estate inspections</li> <li>✓ Feedback the outcomes of issues that have been raised in your neighbourhood</li> <li>✓ Deal with incidents of antisocial behaviour in a timely and effective manner, and work with partner agencies to come up with solutions*</li> <li>✓ Keep you informed about the progress of your antisocial behaviour case and support you throughout the process</li> </ul>	<ul style="list-style-type: none"> <li>✓ Keep your home and garden tidy and in good repair</li> <li>✓ Report any incidents of antisocial behaviour to us and/or to other agencies (e.g. police)</li> </ul>
<b>Repairs and maintenance</b>	<ul style="list-style-type: none"> <li>✓ Provide you with a convenient way to report your repair</li> <li>✓ Offer flexible appointments to carry out your repair*</li> <li>✓ Be polite and respectful when carrying out work in your home</li> <li>✓ Where possible, carry out your repair on the first visit</li> <li>✓ Make you aware when we are unable to complete your repair at first visit and keep you updated on progress</li> <li>✓ Undertake a regular programme of improvements and keep you informed of when this work will take place</li> </ul>	<ul style="list-style-type: none"> <li>✓ Inform us of any repairs that need doing to your home</li> <li>✓ Give our employees access to your property to carry out any necessary work, including your annual safety checks</li> </ul>
<b>Safety in your home</b>	<ul style="list-style-type: none"> <li>✓ Listen to your concerns and act upon them</li> <li>✓ Ensure your home meets all health and safety regulations including fire safety, gas safety, electrical safety and legionella*</li> </ul>	<ul style="list-style-type: none"> <li>✓ Report any health and safety concerns to us</li> <li>✓ Act on any safety advice that we provide</li> </ul>

<p><b>Supporting our customers</b></p>	<ul style="list-style-type: none"> <li>✓ Identify customers who require additional support and provide a variety of measures tailored to their needs</li> <li>✓ Work in collaboration with other partner agencies to support our customers</li> <li>✓ Support you to live independently by providing an aids and adaptations service</li> </ul>	<ul style="list-style-type: none"> <li>✓ Let us know if you are experiencing difficulties in managing your tenancy</li> <li>✓ Work with our teams, if they are assigned to you, should the need arise</li> </ul>
<p><b>Engagement and community investment</b></p>	<ul style="list-style-type: none"> <li>✓ Provide opportunities for you to engage with us, including an annual satisfaction survey</li> <li>✓ Help you to identify community facilities to hold events and activities in your area</li> <li>✓ Offer and promote a grant scheme so customers can apply for funding to support community projects</li> <li>✓ Feedback on projects we are supporting in your community</li> </ul>	<ul style="list-style-type: none"> <li>✓ Be open and honest</li> <li>✓ Listen to and be open to the views of others</li> </ul>
<p><b>Communication and information</b></p>	<ul style="list-style-type: none"> <li>✓ Ensure that information we provide to you is clear, concise and jargon-free</li> <li>✓ Provide information that is easily accessible</li> <li>✓ Offer support to ensure you understand the information we give you</li> </ul>	<ul style="list-style-type: none"> <li>✓ Behave in a way that shows respect towards our employees</li> <li>✓ Let us know when things go wrong or when they go well so that we can use this knowledge to improve services</li> </ul>

<p><b>Complaints and feedback</b></p>	<ul style="list-style-type: none"> <li>✓ Listen to your concerns and be honest, fair and impartial when dealing with your complaint</li> <li>✓ Investigate your complaint in a timely manner and regularly keep you updated on its progress*</li> <li>✓ Learn from our mistakes and use the knowledge gained when dealing with complaints to help improve our services</li> </ul>	<ul style="list-style-type: none"> <li>✓ Let us know if something goes wrong so we can put it right</li> <li>✓ Specify the grounds of a complaint and co-operate with the investigation process</li> <li>✓ Behave in a way that shows respect towards our employees – the group has zero tolerance to violence and abusive behaviour</li> </ul>
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\* Information on the expected level of service (including timescales) can be found in our corporate policies and procedures. For further information, please get in touch.