

**Title: Housing and Repairs Service Standards**

**Information/Discussion Report – Information**

**Recommendations:** The DMC is asked to note the report.

**Report Summary:** This report shares the Housing and Repairs Service standards, including context for the project, aims and objectives, and methods of tracking progress and compliance.

## **1. Background**

- 1.1 Service standards are a set of guidelines detailing what residents should expect from that service and provide a framework for team members enabling them to deliver consistent and reliable services. Mutually, this details what services need from residents to enable effective delivery that improves customer satisfaction.
- 1.2 In Housing and Repairs, we have co-designed a set of service standards with residents and frontline teams. These outline our customer service approach (the way we work) and six additional standards across six key touchpoints, in which specifically tenants may engage with landlord services (resolving repairs, getting involved, safer and connected neighbourhoods, paying rent when things go wrong, and finding a place to call home), as laid out by the Social Housing Regulator.
- 1.3 The standards will support services in:
  - Making clear service purpose to residents
  - Ensuring we are working with residents to continuously learn and improve
  - Providing clear guidance for teams delivering Housing and Repairs services
  - Compiling with the Transparency, Influence and Accountability Standard which requires social housing landlords to provide tenants with accessible standards and to be able to hold performance to account
  - Bringing service delivery closer to our We Make Camden ambitions

1.5 We know that we will need to continuously learn and improve to better meet our standards across all areas of service delivery. We will actively track compliance with our standards through:

- satisfaction surveys, including our annual tenant satisfaction survey
- use of our performance monitoring systems across services
- publication of our service performance and regular review of this by residents
- monitoring and reviewing our complaints, and the lessons we have learnt
- inspection of homes and estates
- conversations and dialogues with residents

1.6 Our Housing and Repairs services always work to meet our service standards, but there may be circumstances that prevent us from doing so. At Camden, we always encourage residents to get in touch when something goes wrong so we can fix it and learn from our mistakes.

## 2. Service standards

### 2.1 The way we work in housing and repairs

#### **Proactive: We take action to address problems and support people as early as possible**

- We will try to get things right, but if we don't, we will let you know as soon as possible and keep you updated
- We will always aim to get back to you within 10 working days
- We will give clear information about what we can do or help with and what is your responsibility as a resident
- We will try new ways of doing things, always learning and improving

#### **Accessible: We work to make our services approachable, transparent and easy - going the extra mile to meet the diverse needs of residents**

- We will keep communication clear and simple
- We will keep you up to date in a range of ways - including in-person, via the website, telephone, email, newsletters, letter, text, and noticeboards
- We will be visible and approachable in our estates and neighbourhoods
- We will provide options where possible, especially to meet any access or support needs.

#### **Caring: We listen, understand, and act with kindness**

- We treat you with respect, kindness and compassion
- We actively listen to what you have to say
- We will have open and honest conversations

## **Together: Collaborating and connecting is at the heart of what we do, ensuring no one gets left behind**

- We will work together to find creative solutions to any issues or barriers you might face
- We will seek your opinions to influence decision-making and act on it
- If you ever need a little more help, we will connect with others who might be able to support you further

### **2.2 Finding a place to call home**

We will:

- Lay out clearly how we allocate homes in our Allocations Scheme
- Prioritise those who are in the greatest need of social housing
- Provide you with information and support to find a suitable home by understanding your needs and options
- Provide flexible opportunities to view your home before moving in
- Ensure your home is to a lettable standard

You should:

- Get to know the tenancy agreement before signing it and ask for help if there is anything you don't understand
- Provide the right information and keep us up to date with any changes whilst finding a home
- Be open to the housing options and advice provided

### **2.3 Safer and connected neighbourhoods**

We will:

- Provide clear advice and support on tenancy-related matters
- Keep your estates clean, tidy, and free from hazards
- Conduct inspections of estates to identify and resolve issues
- Respond promptly to all reports of antisocial behaviour and keep you informed of any action
- Work to identify domestic abuse at the earliest opportunity and provide ongoing support
- Train our neighbourhood teams to ensure our staff have the right skills to provide the service you need

You should:

- Stick to the conditions of your tenancy agreement

- Treat our teams with respect and kindness – we have zero tolerance towards abuse
- Keep your contact details up to date and let us know of any important changes, including who is living in your home
- Let us and other agencies know of any issues you might be experiencing in your neighbourhood or home
- Respect others in your community

## **2.4 Getting involved**

We will:

- Offer a range of ways for you to get involved in housing's decision making
- Enable local networks and active residents to make positive contributions to neighbourhoods
- Continue to test out new ways of involving our residents to broaden our reach
- Provide information on the performance of our services so you can effectively hold us to account

You should:

- Get involved in decision-making when you can
- Let us know what you think by completing our satisfaction surveys
- Respect the experiences of Camden's diverse communities and what everyone brings
- Stay informed about service performance and improvements

## **2.5 Resolving repairs**

We will:

- Where possible, carry out repairs in line with our policy and landlord's responsibilities (for example the decent homes standard)
- Provide a range of ways for you to report a repair
- Be polite and friendly when attending your home, and tidy the works area
- Carry out relevant health and safety checks to your home and communal areas, and work to resolve any hazards
- Equip and train our repairs team to ensure our staff have the right skills to carry out the job
- Work with contractors or specialist suppliers when needed, and make sure their work is consistent with our standards

You should

- Know what repairs we are responsible for, and those which you are expected to carry out in your home
- Report repairs proactively and to the right place

- Treat our repairs team and contractors with respect - we have zero tolerance towards abuse
- Take care of your home and communal spaces and keep them tidy
- Support us in accessing your home so that we can complete works
- If something has gone wrong with your repair, contact us directly. This will save you and our team time and resources.

Repairs timescales:

- For emergency repairs we will visit within 24 hours
- For a broken lift we will attend within 3 hours
- For damp and mould we will visit within 24 hours or 10 working days dependent on the circumstances
- For leaks we will attend within 6 hours (emergency), 24 hours (uncontainable), or 5 days (containable)
- For non-emergency repairs we will attend within 35 days

## **2.6 Paying your rent**

We will:

- Make it clear and easy to pay rent
- Work collaboratively with you to resolve any arrears and manage future payments
- Keep you informed of any changes to rent

You should:

- Pay your rent on time and in full
- Proactively check your account to make sure payments are up to date
- Let us know if you are finding making payments a challenge
- Work together with us to resolve any arrears

## **2.7 When things go wrong**

We will:

- Make available our Complaints policy
- Ensure making a complaint is as simple as possible
- If you make a complaint, we will aim to make contact as soon as possible and keep you updated on progress
- Once the investigation is complete, we will clearly explain the outcome and any next steps
- Learn when things go wrong and use this to keep improving our services

You should:

- Let us know promptly when something goes wrong

- Work with us to learn from your complaint so we can prevent it happening again
- Treat our complaints team with respect

**Complaints timescales:**

The following are guidelines which mean some may be resolved sooner, and others that are more complex may take longer:

- Acknowledgement of complaint within 5 working days.
- Response in full to stage 1 within 10 working days from acknowledgment.
- Respond in full to stage 2 within 20 working days from acknowledgment. This may be extended by 10 working days. If so, an explanation will be provided.
- Stage 3 is dependent on the Ombudsman timescales.

**Report Ends**