

Our promises, your services

The standard of services you can expect from East Thames

At East Thames we want to give you high quality services that meet your needs. So we monitor our services all the time – always looking for ways to improve and set new standards. And we want to involve you as much as we can, both in setting the standards and checking our performance.

About our promises

Our promises show you what you can expect from us and the services we provide, they were agreed with residents as part of our local offers consultation. We regularly check our performance with residents in a variety of ways – from satisfaction surveys and resident inspections, to external audits and the feedback we get from you. We also have resident mystery shoppers and a Housing Scrutiny Panel who examine our performance closely.

Each year we report back to you, to let you know how well we've been keeping our promises. You'll find the latest performance information on our website at www.east-thames.co.uk/our-performance.

We know your needs and expectations can change. So from time to time we will check with you that our promises are still in tune with what you're looking for from East Thames.

Local offers

The promises outlined in this factsheet apply to all our residents, no matter where you live. However, we know there are some issues which affect certain areas and these need to be tackled separately. Following extensive consultation with residents, we've put together local offers which cover some of the areas in which we work.

The local offer will outline what the issues are in your area and how we plan to address these issues. You can find copies of our local offers at www.east-thames.co.uk/local-offers.

For more information on how you can get involved in developing a local offer for your neighbourhood, please contact our resident involvement team on 020 8536 3957 or your neighbourhood manager.

Customer contact

Our behaviour

Our promise – we will be professional and approachable.

We will:

- wear our name badges and give our names clearly on the phone
- listen to you and do our best to give you what you need.

We will also make sure we train our staff to deal with your questions or problems, or to point you in the direction of someone who can.

In return – we ask that you please treat all of our staff politely and with respect.

When you contact us

Our promise – we aim to deal with your enquiry straight away and respond in a timely manner. If we can't, we will get back to you promptly with an answer.

We will:

- aim to answer our phones within 20 seconds during office hours
- only use answer phones if we really need to. If you do have to leave a message, we will call you back by the next working day
- acknowledge your letter or email within three working days and answer it within ten. If your letter or email is a complaint we will respond within three weeks. See the complaints section below for details
- if we can't give you a full response within two weeks, we will write to explain why and let you know when you will hear from us again
- include the name, job title and direct phone number of the person replying to you, so you know who your contact is.

When you visit us

Our promise – during office hours, you will be able to speak to a member of staff who can help you.

We will:

- aim see you within five minutes of your appointment time
- aim see you within ten minutes if you don't have an appointment
- visit you at home if you are unable to come to our office.

Our reception areas will:

- be welcoming, with private areas available
- be accessible for wheelchair users and have facilities for people with hearing difficulties
- have up to date information about the services we and other relevant agencies can offer
- display news about our performance.

In return – we ask you to keep your appointment or let us know as soon as you can if you won't be able to make it.

Handling complaints

Our promise – when things go wrong, we will put them right as quickly as we can. And we will learn from our mistakes.

We will:

- handle complaints in writing, over the phone, by fax, email or in person at any of our offices
- provide a complaints form when you ask for one and make them available on our website and at our offices
- acknowledge your complaint within three working days
- fully respond, addressing everything in your complaint within three weeks (21 calendar days)
- explain the reason for any delay. Sometimes a complaint may need a more thorough investigation. So if we need to look into it in more detail, we will let you know when to expect a full answer
- give you details about any changes we have made to our services and facilities after taking on board residents' complaints and comments.

Your home

A high quality home

Our promise – in line with the government's Decent Homes Standard, we will make sure your home is safe and warm.

We will:

- make sure all our general needs properties – except those with plans for major work – continue to meet the Decent Homes Standard
- contact you before we start any repairs or replacements, to agree what needs to be done and when we will start and finish the job
- keep you up-to-date on how the work is coming along and let you know if there are any problems that will affect it
- give our general needs tenants a choice of fixtures wherever we can, if we replace your kitchen or bathroom
- check your gas appliances every year to make sure they're safe
- make adaptations to general needs homes if you have a disability or find some day to day task difficult.

In return – we ask you to let us in when we have arranged to check and service your gas appliances.

We are not responsible for the appliances of leaseholders or shared owners. If you are a leaseholder or shared owner, we strongly advise you to arrange your own annual gas service.

Repairing your home

Our promise – we will complete repairs correctly the first time whenever we can.

We will:

- let you know if we can't complete a repair on our first visit. We will explain why and keep you up to date on what happens next
- make an appointment for all repairs. If we can't keep the appointment, we will call to let you know, and arrange another one with you

- let you know which category your repair comes under and the timescales for the work
- complete emergency repairs in 24 hours, urgent repairs in five calendar days and routine repairs in 21 calendar days
- prioritise repairs for our vulnerable residents.

We are not responsible for repairs to the homes of leaseholders and shared owners. If you are a leaseholder or shared owner, we will charge you for repairs carried out to your home.

We have also set standards for all our contractors and staff.

They will:

- introduce themselves, show their identification and tell you why they're visiting
- treat you and your home with respect
- clean up at the end of every day, and when they have finished the job
- follow health and safety guidelines.

In return – we ask you to:

- make any repairs you are responsible for in line with your tenancy agreement or lease
- keep your appointment for repairs or improvements to your home or let us know as soon as you can if you won't be able to
- report any repairs needed in the communal areas of your property or elsewhere on your estate.

Your tenancy

Finding you a home

Our promise – our allocations system will be fair and flexible so that you can find a home that suits you.

We will:

- use the choice based lettings system for both new and existing residents, so that anyone wishing to apply for one of our properties can bid for the home they want
- help you if you want to move house. You can use www.homeswapper.co.uk or our own mutual exchange programme to find a home that's right for you

- strive to reduce overcrowding by working with residents who have large homes and, where appropriate, providing incentives and help for them to move into smaller properties
- carry out regular tenancy verifications so that we know that the people living in our homes are the legal tenants.

When you move in

Our promise – we will make sure your new home is clean, tidy and secure.

We will:

- prepare our empty homes to the high standards we agreed with tenants' representatives as set out in the lettings standards
- fill empty properties within 26 calendar days
- explain the conditions of your lease or tenancy agreement to you before you move in
- give you a welcome pack with all the information you need
- meet new tenants and shared owners within eight weeks of your moving date.

In return – we ask you to keep your property in good condition and meet your responsibilities as set out in your tenancy agreement or lease.

Your rent and service charges

Our promise – we will give you clear information and advice about paying your rent and service charges.

We will:

- send you a rent and service charge statement every quarter, and whenever you ask for one
- give leaseholders an itemised service charge bill every year
- offer you a range of ways to pay your rent and service charges, including direct debit, standing order, with a credit or debit card either online or over the phone, in person at our head office, or in person at the Post Office, and at Paypoint and e-pay outlets
- explain how we work out your rent and service charges every year

- give you a month's written notice to let you know about any changes to your rent and service charges.
- provide help and confidential advice on debt and benefits for residents who are facing financial difficulties.
- help you in any way we can if you have problems paying your rent, service charges or mortgage payments.
- set up a sinking fund for leaseholders to help pay for any major work.

If you are finding it difficult to pay your rent and service charges, please talk to us – we may be able to help.

In return – we ask you to pay your rent and service charges on time and make sure your housing benefit claims are kept up to date.

Your neighbourhood

Anti-social behaviour

Our promise – we will take incidents of antisocial behaviour seriously and will act, in partnership with other agencies, against those who are causing you a nuisance.

If you report antisocial behaviour to us, we will:

- contact you within three working days (24 hours for priority cases) to talk about the problem and agree with you what will happen next
- look initially to mediate a solution between you and your neighbour(s)
- stay in regular contact with you to keep you up to date with the situation and collect evidence at all stages
- take action against those who have behaved in an antisocial way. Our action will be proportionate to how severe the antisocial behaviour is and how much evidence we have obtained
- support you alongside other groups, such as the Police and your Council's environmental health officers.

In return – we ask you to:

- get in touch with us if you experience anti-social behaviour, so we can tell you what you need to do
- work with us and your neighbours to find a solution to the problem
- record and keep evidence of everything that has happened in a diary so it's clear to us and clear in your mind
- report any incidents to the police or to any other party who may be able to help with your complaint, such as your local Council's environmental health officer.

Clean and tidy neighbourhoods

Our promise – we will make sure the communal areas and outdoor spaces of your estate are clean and well maintained. We will inspect your estate regularly to check this is the case.

We will:

- carry out regular estate inspections to check gardening, cleaning and maintenance
- involve residents in as many estate inspections as possible
- give each estate an award of gold, silver or bronze following its inspection.

In return – we ask you to:

- keep all communal areas, including hallways and stair wells, free from furniture, rubbish, bikes and pushchairs
- dispose of all rubbish in the correct way, using the bin stores and contacting your local council for collection of bulk rubbish.

Involving you

Keeping you involved

Our promise – we will give you lots of opportunities to get involved with what we do and the services we offer, in a way that suits you best. **We will:**

- advertise vacancies for our Board, Housing Scrutiny Panel, resident inspectors and mystery shoppers in Streetbystreet and on our website

- provide training and support where necessary for all our active residents
- let you know how residents' views have helped us improve our services
- report annually on the work of our active residents, so you can see what they have been working on
- support more residents to set up resident and tenant associations
- review our resident involvement strategy with you, and work out how we can make it even more effective.

In return – we ask you to get in touch with us if you want to be more involved or to tell us how you think we can improve our services. You can contact the resident involvement team on 020 8536 3957 or visit www.east-thames.co.uk/get-involved.

Keeping you up to date

Our promise – we will provide regular and clear information about our services, including any changes to our members of staff who you're normally in touch with.

We will:

- provide clear factsheets that explain our services and your responsibilities as a tenant, leaseholder or shared owner
- publish an annual report about our performance
- send out a quarterly resident magazine and regular estate and scheme newsletters
- make sure our website is up to date
- make sure all our information is easy to find and easy to read – written clearly, in plain English
- give you documents in large print, Braille, pictures or other languages or on tape or CD if you need them
- arrange interpreting and translation services during office hours, for residents who don't have English as their first language
- arrange a minicom service when our customer contact centre is open, for residents who have difficulty hearing. The number for this service is 020 8552 2006.

More information

Customer Contact Centre: **0845 600 0830**

Email: info@east-thames.co.uk

Web: www.east-thames.co.uk

Minicom: 020 8522 2006 | Fax: 020 8522 2001

Address: 29-35 West Ham Lane, Stratford, London E15 4PH

A guide to our service standards.

For free translation phone:

আমাদের সেবার মানের একটি নির্দেশিকা
বিনামূল্যে অনুবাদের জন্য ফোন করুন

Guide sur nos normes de qualité de service.
Pour une traduction gratuite, téléphonez à:

অমারী সেবায়োনা ধোরহা বিশোনি গাঠঙ
মহুত আষাঁতর মাটে ফোন ক্রো.

Um guia para os nossos níveis de serviço.
Para traduções grátis telefone para:

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مفت ترجمے کے لئے فون کریں

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Monday - Friday 9.00am - 5.00pm

110931

Issue date: JAN 2012



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All address and contact details correct at the date of publication. Published by East Thames Group.