



**Our vision is
"to deliver excellent Housing Services"**

**Service Standard
PLANNED MAINTENANCE SERVICE**

**Newark and Sherwood Homes
Limited**



Version 3
Created 06.02.2008
Created by Denise Harrison

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1. What is a Service Standard?

Our Service Standards reflect our Customer Promise to provide a service that is efficient, fair and responsive to all our customers.

All Newark and Sherwood Homes staff have a responsibility to ensure that the services provided to our customers meet the highest possible standards at all times, and to recognise that some customers may, on occasions, require special or more sensitive services.

We have set our standards because you have said that these are the things that matter most. We have involved customers in agreeing our standards and customers will be involved in monitoring them, to make sure we keep our promise to you.

We will regularly publish the results of this monitoring in our newsletter 'Home from Homes' and on our website. We will also review our standards each year to make sure that they continue to reflect what matters most to you. We have a range of standards covering the different services that we provide. For more information on our other standards, please contact any of our offices listed at the end of this leaflet, or go to our website www.nshomes.co.uk

2. What can you expect from Newark and Sherwood Homes?

- All staff and contractors to show identification;
- To be treated politely, courteously and with respect;
- All reception areas to be clean and comfortable with a variety of leaflets on the housing services available;
- That we will seek your views through surveys and by inviting you to public meetings;
- Officers to notify tenants as soon as possible if they are unable to attend appointments;
- That we will publicise our performance on targets we have set.

3. What does Newark and Sherwood Homes expect from you?

- Our staff have the right to be treated with respect whilst dealing

with your Enquires;

- Provide the information we ask for when we ask for it or as soon as possible thereafter. This will help speed up the process;
- Please ensure that you read all information sent to you;
- Responding to our letters and flyers asking for your views on proposed and completed works as this helps us to improve our service to you;
- Allow access to your property for appointments or let us know as soon as possible if you are not able to keep appointments. This will help us to keep appointments with other customers;
- There are times when we are very busy, but we will do all we can to keep waiting times to a minimum;
- Out of courtesousness to our officers visiting you at home, we request that you do not smoke during the interview.

This booklet sets out the standard you can expect in respect of Planned Maintenance. These standards are reviewed annually and you can have your say by:

- Speaking to a member of staff;
- Email: housing@nshomes.co.uk
- Completing a suggestion slip at any Newark and Sherwood Homes office;
- Contacting your tenant representative (details available from your local housing office);
- Contacting Newark and Sherwood Homes on 0845 258 5550;
- Contacting Newark and Sherwood District Federation of Tenants and Residents Associations on (01636) 684343.

4. Equality and Diversity

Newark and Sherwood Homes is committed to giving equality of service to all. This means that customers will not be treated any differently because of their gender, race, age, disability, sexual orientation or religion.

We will:

- Ensure all rent account holders are dealt with in accordance with Newark and Sherwood Homes Equalities and Diversity Strategy which is available on request or by visiting our website at: www.nshomes.co.uk
- Provide information in other formats, languages, large print, Braille and audiotape and arrange for translators or signers where needed;
- Promote our Planned Maintenance Service to ensure it is accessible to all eligible sections of the community.

5. Planned Maintenance

Quality and choice - we will:

- Ensure that all our properties meet the 'Decent Homes Standard' by 2010;
- Once brought up to the 'Decent Homes Standard' we will maintain our properties to that standard. Further information can be obtained from our website at: www.nshomes.co.uk or by telephoning our offices on 0845 258 550;
- Give you a choice of fittings if you are having a new Kitchen, Bathroom or entrance door fitted;
- Carry out energy ratings to all our properties;
- Arrange for external painting to be carried out to homes every 5 - 7 years;
- Arrange for annual servicing of all door entry systems, which are on a Service Level Agreement, i.e. Vale View, Ollerton Local Office and Hawtonville Local office. All other door entry systems will be covered under responsive repairs;
- Complete a programme of Digital Aerial Cabling to all flats before analogue TV systems are discontinued;
- Carry out solid fuel carbon monoxide testing annually;
- Carry out annual service on Council owned smoke detectors;
- Carry out annual service on all oil boilers;

- Carry out annual inspection on oil tanks;
- Carry out annual gas safety check;
- Carry out annual service to all Council owned gas appliances.

6. Monitoring

We will monitor our Planned Maintenance Service in the following areas:

- Record and monitor our annual heating servicing to gas, oil and calor gas appliances;
- Record and monitor Customer Satisfaction and aim to achieve 95% customer satisfaction for all planned works.

7. Performance

The results of our monitoring of performance against our Service Standards can be found in our 'Home from Homes', performance posters displayed in our reception areas, and on our website at www.nshomes.co.uk

8. What do I do if I wish to comment on the service provided?

If you wish to let us know how you feel about the service that we have provided, you can submit a compliment, or complaint via Newark and Sherwood Homes 'Complaints and Compliments' procedure. You may either complete a compliments or complaints form which are available from any Newark and Sherwood Homes reception, or via the website, or by calling 0845 258 5550.

If you wish to submit a service improvement idea you can complete our *Housing Matters* Form available in the same way.

Your complaint and / or compliment will be acknowledged within 3 working days and replied to within 10 working days.

9. Contacting Us

You can contact Newark and Sherwood Homes by visiting, telephoning or writing to one of the following offices:

Newark and Sherwood Homes

Customer Services Directorate

Kelham Hall

Kelham

Newark-on-Trent

Notts.

NG23 5QX

Telephone: 0845 258 5550

Fax: (01636) 655514

Opening hours:

8.30am – 5.15pm Monday – Thursday

8.30am – 4.45pm Friday

Customer Services Directorate

Farrar Close Office

Newark-on-Trent

Notts.

NG24 2EG

Tel: 01636 655555

Fax: 01636 655578

Repairs Freephone 0800 5610010

Hawtonville Office

77c Eton Avenue

Newark-on-Trent

Notts.

NG24 4JH

Tel: 01636 655503

Fax: 01636 655504

Opening Hours

9.00am – 4.30pm Monday – Friday

Ollerton Office

Sycamore Road

Ollerton

Notts.

NG22 9PS

Tel: 01623 860740

Fax: 016323 860729

Opening Hours

9.00am – 4.30pm Monday – Friday

Website: You can visit our website – www.nshomes.co.uk

E-Mail: You can e-mail us at housing@nshomes.co.uk

Independent Advice

If you would like to seek independent advice regarding housing services you can contact a group, which works closely with Newark and Sherwood Homes. They are:

Newark and Sherwood District Federation of Tenants and Residents
Associations
21b Bailey Road
Newark-on-Trent
Notts.
NG24 4EP
Telephone: (01636) 684343.

Newark and Sherwood Homes Limited
Kelham Hall
Kelham
NEWARK ON TRENT
Nottinghamshire
NG23 5QX

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Polish)

(Mandarin)

(Portuguese)



Signing

thebigword
The Big Word
Translation Services



Audio Tape

V.8