



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

**Service Standard  
Right to Buy**

**Newark and Sherwood Homes  
Limited**



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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](http://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;
- 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;
- We will publicise our performance on targets we have set.

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

- To be treated politely, courteously and with respect;

- 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;
- Out of courtesy 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 Void Repairs. These standards are reviewed annually and you can have your say by:

- Speaking to a member of staff;
- Email: [housing@nshomes.co.uk](mailto: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](http://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 Voids Repair service to ensure it is accessible to all eligible sections of the community.

## **5. Right To Buy**

We are committed to providing an efficient, high quality service and an assurance that our staff will be courteous to our customers at all times. Our aim is to deal with your application as quickly as possible. Everyone can be assured of fair treatment as we operate an equal opportunities policy. It is appreciated that buying a house can be a difficult process, especially for first time buyers, and our Right to Buy Service is there to help purchasers through this process as well as to offer help and advice.

### **Newark and Sherwood Homes will:**

- Send you a Right to Buy Application Form (RTB1) on the day requested, together with the DCLG (Department of Communities and Local Government) guide on buying your home.
- Provide help in completing the Application Form if needed, either at any of our offices or at your home if you are unable to visit an office.
- Within four weeks of receiving the completed RTB1 Form, we will send you a Form RTB2 which will either admit or deny your Application. This may take eight weeks if you have had former tenancies with another public sector landlord. If the Application is denied we will explain why.
- We will send you an offer letter (Section 125) within 8 weeks of admitting your application giving you the price at which you may buy the property, details of the terms and conditions, cost floor figures, a listing of any known structural defects and a plan of the property boundaries and service charge figures if applicable. Included in the pack will be a booklet on financial information published by the Financial Services Authority (FSA) including information on Islamic mortgages and Home Purchase Plans, information on the Homebuy Scheme and a flow chart that allows you to see the stages of your application. If you are buying a flat this will be within 12 weeks
- We will arrange for the District Valuer to revalue your home if you are unhappy with the Councils valuation.
- Provide you with a named Officer who will be able to help you with any enquiry relating to your application, before it is passed to the Council's Legal Section.

**Repairs:**

We will sell your home to you in the condition it was valued at the time of application. Once the property has been valued, no improvements to the property that are likely to increase its value will be carried out. As soon as an application form is received the property will be removed from any planned maintenance programmes. These are major works such as window and door replacement, cladding and rewiring. Newark and Sherwood Homes will continue to carry out essential repairs to your property whilst your Right to Buy application is active.

**How you can help us:**

- Please complete all forms in full, providing all the relevant information requested
- Give us accurate information. If you are claiming discount at different properties because of moving house, it is important that you give us the correct address (including house numbers) and the dates you moved.
- If you have changed your name whilst at any former address, perhaps because you have married or re-married, please let us know. If you have changed your name since your tenancy at your current address was set up through marriage, please include a copy of your marriage certificate with your application.
- It is important to provide us with a daytime telephone number so that we can contact you if we have any queries.
- Return any forms or information requests as soon as possible. This will help to speed up your application.
- Keep us informed of any changes that may affect your application. If in doubt contact the Right to Buy Section on 01636 655509
- Please be courteous to staff at all times.

**Cancelling a Right to Buy Application:**

It is important that anyone deciding not to proceed with a Right to Buy Application inform us in writing immediately. Failure to do this may result in an exclusion of the property from any future planned maintenance programme.

**If you have any questions regarding the Right to Buy please contact:**

Ms JV Elam Tel: 01636 655509  
Right to Buy Officer

Newark and Sherwood Homes  
Kelham Hall  
Kelham  
Newark NG23 5QX  
janet.elam@nshomes.co.uk  
<http://www.nshomes.co.uk>

## **6. Monitoring**

We will monitor our Voids Service in the following areas:

- Record the number of days to carry out repairs in a void property;
- Monitor the level of Customer Satisfaction against the Lettable Standard. A copy of the Lettable Standard is attached as an appendix at the end of this Service Standard.

Monitor customer satisfaction through postal, telephone and physical surveys of all completed voids. We aim to achieve 95% customer satisfaction for all properties let to new tenants.

## **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](http://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](http://www.nshomes.co.uk)

**E-Mail:** You can e-mail us at [housing@nshomes.co.uk](mailto: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 nou tro 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