



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

Newark and Sherwood Homes Local Service Standards

April 2011

CONTENTS

	Page
1. What is a Local Service Standard?	3
2. How were the Local Offers developed?	3
3. How can tenants access services?	3
4. Our Local Service Standards	
4.1 Repairing Your Home	4
4.2 Your Rent and Other Charges	5
4.3 Getting Involved	5
4.4 Finding a Home	6
4.5 Customer Care	6
4.6 Helping You to Live Independently	6
4.7 Making Your £ Go Further	7
4.8 Looking After Your Local Area	7
4.9 Involving Everyone	8
5. How will the Local Service Standards be monitored and reported upon?	
5.1 Repairing Your Home	8
5.2 Your Rent and Other Charges	9
5.3 Getting Involved	9
5.4 Finding a Home	9
5.5 Customer Care	10
5.6 Helping You to Live Independently	10
5.7 Making Your £ Go Further	11
5.8 Looking After Your Local Area	11
5.9 Involving Everyone	11
6. Who should you contact if there is a problem?	12

1. WHAT IS A LOCAL SERVICE STANDARD?

Our Local Service Standards explain what standard of service you can expect to receive from Newark and Sherwood Homes.

The Standards are split out into the following areas:

- Repairing Your Home
- Your Rent and Other Charges
- Getting Involved
- Finding a Home
- Customer Care
- Helping You to Live Independently
- Making Your £ Go Further
- Looking After Your Local Area
- Involving Everyone

We have set these Standards because this is what you have told us matters most to you in each of the areas.

In all these Standards we will be fair, open, responsive and efficient. We also recognise that at times, some customers will have different requirements due to their specific needs.

By delivering our Local Service Standards we will exceed the National Standards which were established by the Tenants Services Authority in 2010.

2. HOW WERE THE LOCAL OFFERS DEVELOPED?

Our Local Service Standards were developed by tenants and other customers with support from staff at Newark and Sherwood Homes.

This process was overseen by the Tenants Services Authority (TSA) Steering Group; a group of tenants who are representative of council tenants in Newark and Sherwood.

3. HOW CAN TENANTS ACCESS SERVICES?

By Telephone:

General enquiries (local call rate):	0845 258 5550
Repairs freephone (24 hours):	0800 561 0010
Emergency Out of Hours service:	0800 561 0010
Minicom:	01636 655960
Fax:	01636 655514

By visiting our Offices:

Registered Office

Newark and Sherwood Homes
Kelham Hall
Kelham
Newark
Nottinghamshire
NG23 5QX

Local Offices

Hawtonville Office
77c Eton Avenue
Newark
Nottinghamshire
NG24 4JH

Phone: 01636 655503
Fax: 01636 655504

Ollerton Office
Sycamore Road
Ollerton
Nottinghamshire
NG22 9PS

Phone: 01623 860740
Fax: 01623 860729

Over the internet via our Website:

www.nshomes.co.uk

Via email to:

housing@nshomes.co.uk

4. OUR LOCAL SERVICE STANDARDS

4.1 Repairing Your Home

We will:

- i. Complete repairs within our published timescales.
- ii. Offer appointments for repair requests.
- iii. Where possible complete repairs at our first visit.
- iv. Comply with the "Right to Repair" scheme.
- v. Post-inspect repairs to check the quality of the repair.
- vi. Make every effort to ensure that you are satisfied with our repairs service.
- vii. Give you a choice of fittings when you are having a new kitchen, bathroom or entrance door fitted.
- viii. Carry out annual energy rating surveys on your property.
- ix. Arrange for external painting to be carried out to your home on a rolling programme.
- x. Carry out an annual service on smoke detectors we have installed.

- xi. Carry out an annual heating service on all gas, oil, solid fuel and Calor gas appliances.
- xii. Arrange for periodic electrical testing to be carried out in accordance with legislation.
- xiii. Ensure you are satisfied with our Major Works service.
- xiv. Service stair lifts annually and passenger lifts bi-annually.

4.2 **Your Rent and Other Charges**

We will:

- i. Let you know what your rent and other charges are when you sign up for your property.
- ii. Send you a statement telling you your balance every three months.
- iii. Tell you if you fall behind with your rent.
- iv. Keep you informed on welfare and benefit changes which may affect you.
- v. Help you to access help and services if you experience financial difficulties.
- vi. Help you to maximise your income by applying for any welfare benefits you may be entitled to.
- vii. Assist you to complete a housing benefit form and support you through the process.
- viii. Work with you to reduce any rent you owe by putting together an affordable payment plan.
- ix. Assist you compile financial statements taking all priority debts into consideration.
- x. Write and advise you if any legal action is to be taken against you.
- xi. Make legal action the last resort to recover rent and other charges.

4.3 **Getting Involved**

We will:

- i. Support you to be involved at all levels of the Company.
- ii. Deliver tenant involvement events throughout the District.
- iii. Support Neighbourhood Improvement Panels.
- iv. Support and further develop the Services Inspection Team.
- v. Further develop the Tenants' Training Programme.
- vi. Develop the membership of Tenant and Residents Associations and Youth Tenant and Residents Associations.
- vii. Take action to ensure the membership of Tenants and Residents Associations are representative of the Local Community.
- viii. Further develop a wide range of feedback mechanisms for tenants and leaseholders.
- ix. Further develop the role of tenants in scrutinising the Company's performance.

4.4 Finding a Home

We will:

- i. Allocate properties in accordance with Newark and Sherwood District Council's allocations policy.
- ii. Provide comprehensive housing advice that includes all housing options including those from other landlords.
- iii. Promote the efficient use of homes by encouraging you to swap accommodation more suited to your family's needs by applying for a mutual exchange or by using our 'Changing Places Scheme'.
- iv. Provide feedback to applicants on failed bids including ineligible/excluded bids.
- v. Signpost you to support agencies that are appropriate.
- vi. Ensure applications are handled consistently in accordance with our publicised procedures.
- vii. Consult with you and with potential tenants about making any changes and improvements to the service we offer.
- viii. Provide potential tenants with an Application Pack, which provides all the information needed to apply for a home with Newark and Sherwood Homes.
- ix. Provide new tenants with information on their new home.

4.5 Customer Care

We will:

- i. Provide a professional, polite and honest response to your enquiry.
- ii. Ensure you get a consistent, professional response at whichever point you contact us.
- iii. Answer your calls within our publicised timescales.
- iv. Wherever possible, resolve your enquiry at first point of contact.
- v. Respond to letters and other written enquiries, such as email, within published timescales.
- vi. Keep our website up to date.
- vii. Be aware of your needs when responding to your enquiry.
- viii. Involve you in the development and decision making of our service.
- ix. Deal with complaints in an open and transparent manner in line with our publicised procedure.
- x. Learn from the customer comments and feedback made to us.

4.6 Helping You to Live Independently

We will:

- i. Provide you and other service users with services in line with supporting people contracts.
- ii. Provide surgeries in all our Supporting Housing Community Centres.

- iii. Visit all new tenants in Supported Housing and vulnerable new tenants to identify their support needs.
- iv. Answer calls to our control centre.
- v. Visit all Supporting Housing service users on discharge from hospital.
- vi. Assess all new Careline referrals which we receive.
- vii. Review support plans at least annually.
- viii. Complete all adaptations within our published timescales.
- ix. Undertake surveys of all major adaptations to ensure customer satisfaction and address any issues raised.

4.7 Making Your £ Go Further

We will:

- i. Continue to make Value for Money a company priority to ensure we are delivering the best possible service for every pound spent.
- ii. Commit to reinvesting efficiency savings back into services to meet your priorities.
- iii. Share with you how the company is delivering efficiencies and the amount generated.
- iv. Compare our costs with other local housing providers to identify where we are performing well and where focus is required.
- v. Consult with you on how we allocate our resources to meet your priorities.
- vi. Actively involve you in challenging Value for Money and the efficiency of services.
- vii. Continue to set challenging targets to secure extra funding to spend on housing services and your homes.

4.8 Looking After Your Local Area

We will:

- i. Carry out estate walkabouts on every estate within the district.
- ii. Arrange diversionary events in local communities.
- iii. Maintain communal areas and playgrounds.
- iv. Clean Community Centres and communal Staircases.
- v. Visit you within 6 weeks of your tenancy starting.
- vi. Deal with your anti-social behaviour complaints in line with our Anti-Social Behaviour Policy.
- vii. Publish your housing officer details and notify you of any changes.
- viii. Provide a home visit or appointment at a venue to suit you.
- ix. Work with other agencies to solve problems in communities.
- x. Where appropriate publish details where formal action has resulted in injunctions and/or eviction.
- xi. Maintain your confidentiality.
- xii. Provide support to the complainant where it may be obvious to the alleged perpetrator who has made the complaint.

4.9 Involving Everyone

We will:

- i. Ensure that you have the opportunity to express your views.
- ii. Ensure that our Board and Workforce are representative of the Local Community.
- iii. Provide information in a variety of formats to meet your needs.
- iv. Ensure we have up to date information relating to your, the Board's and staffs' "protected characteristics".
- v. Publish Equality Impact Assessments for Company Policies and Strategies.
- vi. Ensure contractors who work with us provide the same standard of service as we do.

5. HOW WILL THE LOCAL SERVICES STANDARDS BE MONITORED AND REPORTED UPON?

Newark and Sherwood Homes will monitor its performance in delivering the Local Service Standards through its Performance Management Framework which allows for the proactive management of resources to deliver performance to the required standard.

5.1 Repairing Your Home

We will measure our performance by:

- i. Attending 99.6% of Emergency repairs within 4 hours.
- ii. Carrying out 98.4% of Urgent repairs within three working days.
- iii. Carrying out 98.3% of Routine repairs within 20 working days.
- iv. Carrying out 97% of Planned repairs within three months.
- v. Completing 95% of all repairs on the first visit.
- vi. Completing 100% of all repairs that fall under the 'Right to Repairs' scheme.
- vii. Offering appointments for at least 80% of all repair requests.
- viii. Keeping 95% of all appointments made.
- ix. Inspecting a minimum of 10% of repairs completed in order to check quality.
- x. Where inspections are required, arranging for an inspector to visit you within 5 working days.
- xi. Ensuring 96.5% customer satisfaction with the repairs service.
- xii. Carrying out smoke alarm servicing to 100% of Newark and Sherwood Homes' installed smoke alarms annually.
- xiii. Carrying out annual heating servicing to 100% of gas, oil, solid fuel and Calor gas appliances annually.
- xiv. Servicing 100% of stair lifts and passengers lifts in line with legislation.

5.2 Your Rent and Other Charges

We will measure our performance by:

- i. Recording the number of referrals made to support agencies for money and tenancy advice every month.
- ii. Recording and monitoring the percentage of rent collected every month.
- iii. Recording the number of Notices of Seeking Possession served for rent arrears every month.
- iv. Recording the number of cases taken to court quarterly.
- v. Recording the number of tenants evicted for rent arrears every month.

5.3 Getting Involved

We will measure our performance by:

- i. Ensuring you are represented on the Board.
- ii. Creating a Tenants' Panel to scrutinise performance.
- iii. Providing a minimum of 6 involvement events per annum.
- iv. Providing a minimum of 4 Neighbourhood Improvement Panel meetings per annum.
- v. Developing an action plan to improve the reflection of the local community in those involved.
- vi. Increasing membership of the Services Inspection Team to 6.
- vii. Providing a minimum of 6 tenant training sessions per annum.
- viii. Increasing the number of Youth Tenant and Residents Associations to 3.
- ix. Holding a minimum of 6 Housing Management Monitoring Groups per annum.
- x. Holding a minimum of 6 Repairs and Maintenance Monitoring Groups per annum.
- xi. Holding a minimum of 8 Voids Progression Group meetings per annum.
- xii. Increasing involvement with difficult to reach groups by 5% by 2012.
- xiii. Increasing feedback rates from individuals by 1% by 2012.

5.4 Finding a Home

We will measure our performance by:

- i. Processing applications within 5 working days of receipt.
- ii. Re-letting empty homes within, on average, 15 working days.
- iii. Ensuring 90% of tenancy offers are accepted first time.
- iv. Letting 95% of tenancies to applicants with a local connection.
- v. Reducing rent loss from vacant dwellings to 1.2% by 2012.
- vi. Making sure 95% of people are satisfied with the allocations process.

- vii. Advising the number and type of Council owned properties throughout the District via our website.

5.5 Customer Care

We will measure our performance by:

- i. Answering calls within 5 seconds (after you have selected the option you require).
- ii. Making sure no calls are missed.
- iii. Making sure only 5% of calls are abandoned.
- iv. Dealing with 80% of your enquiries at the point of contact.
- v. Responding to your enquiry (however you make it) within 3 working days.
- vi. Carrying out all home visits within 5 working days of request.
- vii. Achieving 96% customer satisfaction with call handling via the Customer Access Team.
- viii. Holding at least 6 Continuous Improvement Group meetings per annum.

5.6 Helping You to Live Independently

We will measure our performance by:

- i. Providing surgeries in all our Supported Housing Community Centres.
- ii. Visiting all new tenants of Supported Housing and vulnerable adults in general housing within 6 weeks of their tenancy commencement date to complete support plans and ensure that they receive all the information they need.
- iii. Answering 98% of calls to our control centre within 30 seconds.
- iv. On request, providing a visit to all Supported Housing service users within 5 days of their arrival home from hospital.
- v. Assessing all new private Careline referrals within 5 working days.
- vi. Reviewing all support plans and personal details annually, on request or on change of circumstances.
- vii. Completing works for minor adaptations of less than £350 within 13 working days, and for those more than £350 within 90 working days.
- viii. Writing to you within 10 working days of receiving your care plan if there will be a delay in completing your work.
- ix. For major adaptations, letting you know when work will start.
- x. Ensuring our satisfaction rates for aids and adaptations and for Supported Housing services remains in the upper quartile and improving.

5.7 Making Your £ Go Further

We will measure our performance by:

- i. Providing information which shows the amount of efficiencies delivered each year.
- ii. Including you in our Improvement Planning Process.
- iii. Providing information on how we spend your money.
- iv. Supporting our Value for Money tenant group to complete their annual work programme.
- v. Providing information which shows the extra money we have brought into the Company to deliver your housing services and improve your homes.

5.8 Looking After Your Local Area

We will measure our performance by:

- i. Arranging for the removal of any offensive graffiti within 24 hours and non offensive graffiti within 5 working days on Newark and Sherwood Homes' managed stock.
- ii. Ensuring defective communal lighting will be repaired within 4 hours of the repair request.
- iii. Providing an annual visit to all tenants.
- iv. Changing 100% of defective estate light bulbs within 7 working days.
- v. Ensuring 95% of anti-social behaviour complaints are acknowledged within 3 working days.
- vi. Ensuring 95% of action plans are completed within 28 days.
- vii. Ensuring 95% of 6 week visits are undertaken within timescales.
- viii. Ensuring 90% of walkabouts are completed per annum.
- ix. Carrying out a minimum of 30 walkabouts throughout the district per annum.
- x. Ensuring 90% satisfaction with the anti-social behaviour service.
- xi. Recording the number of anti-social behaviour complaints referred to mediation.
- xii. Serving advisory notices to all tenants where there are visible and minor breaches of tenancies within 24 hours.
- xiii. Starting the process to remove abandoned vehicles on housing land within 5 working days.

5.9 Involving Everyone

We will measure our performance by:

- i. Capturing diversity data about the "protected characteristics" of the Equality Act 2010 for 90% of Newark and Sherwood Homes' tenants by March 2012.
- ii. Capturing 100% diversity data about staff and Directors of the Board.
- iii. Recording diversity data supplied by you within 5 working days.

- iv. Completing an Equality Impact Assessment on Company Policies and Strategies where appropriate.
- v. Holding at least 6 Equality and Diversity Continuous Improvement Groups per year.
- vi. Ensuring 100% of complaints, compliments and suggestions about diversity issues are reviewed to ensure learning points are delivered.
- vii. Ensuring contractors undertaking work procured by Newark and Sherwood Homes have an approved Equality and Diversity Policy or must agree to work to our strategy.
- viii. Ensuring all actions identified through the Equality Impact Assessment are delivered by the individual deadline set.
- ix. Supplying standard information in different formats within 5 working days of request.

Performance against the Local Service Standards will be published in the Company's Newsletter, Home from Homes, on the Company's website and on posters. In October of each year, the Company will publish an Annual Report to Tenants which will report on the Company's performance against each of the Local Service Standards.

6. WHO SHOULD YOU CONTACT IF THERE IS A PROBLEM?

Should you experience a problem with any service we provide then please contact us using the details contained in Section 3, "How Can Tenants Access Services", of this document and we will seek to resolve the matter.

Should you wish to make a complaint, pay a compliment or make a suggestion regarding any element of the service we provide you can do so through our "Housing Matters" or "Complaints Matters" schemes. Information leaflets and forms for completion can be obtained by contacting us using the details provided in Section 3, "How Can Tenants Access Services", of this document.

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.

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V.8