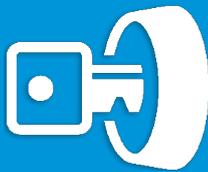


# Service standards

As a Housing provider we work to the standards set by the Regulator of Social Housing. Find below a summary of how we meet those standards and how we measure our effectiveness in performing against them.

## Your tenancy



We specialise in supported housing. We offer tenancies to give you appropriate security to suit the purpose of the accommodation. This will usually mean an assured tenancy or an assured shorthold tenancy, depending on the accommodation. Our shared owners have a lease.

## How we measure our performance



All tenants should have a valid and appropriate tenancy agreement. If not – contact us.

## Property lettings

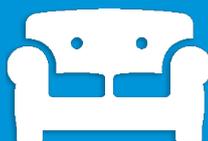


We have a detailed lettings standard, which we ensure our rented properties meet before we re-let them. This includes redecorating where necessary.



Questions in the annual customer satisfaction survey.

## Furnished homes



Most of our rented homes are offered as fully or part furnished, with the cost payable through a service charge which is eligible to be paid by housing benefit.



All furnishing/ white goods repairs/ replacements should be completed within our agreed target times.

## Settling in



Once you have moved in, your Regional Housing Officer will visit after 8 weeks to make sure you are settling in well.



All tenants or shared owners should be visited 8 weeks after moving in.

## Contacting us



You can contact us for repairs or any other issues, online at [www.advanceuk.org](http://www.advanceuk.org), by phone on **0333 012 4307** or by e-mail at [customer.services@advanceuk.org](mailto:customer.services@advanceuk.org). We aim to answer phone calls within 30 seconds and respond to e-mails within one working day.



Percentage of calls answered within 30 seconds and emails answered within 24hrs.

## Landlord Health and Safety



We will do everything we are required to do as a landlord to ensure your home and any communal areas are safe. This includes an annual gas safety check, electrical checks, fire safety checks, water safety checks and asbestos checks.

## How we measure our performance



Monitoring safety checks for gas, electrical, fire, water and asbestos.

## Quality of repairs



We work closely with our maintenance contractors to ensure safe and high quality services.

We have a Code of Conduct that our contractors work to. A copy of this is available to customers on request.



Customer satisfaction surveys following maintenance or repair work.

## Timescales for repairs



**Emergency** repairs within 1 day

**Urgent** repairs within 1 week

**Routine** repairs within 1 month



Percentage of repairs completed within target time.

## Planned maintenance



We have a programme of planned maintenance to ensure our properties are kept in good condition.

This includes replacing older kitchens, bathrooms, windows, etc.



Completion of planned maintenance against the timetable and budget.

## Annual visits



Your Regional Housing Officer will visit you at least once a year to check everything is OK with your home and your tenancy. You can also request a visit at any time if you need one.



Annual visits completed.

## Anti-social behaviour



We take all reports and incidents of anti-social behaviour (ASB) seriously. All victims of ASB will be contacted within 3 days of reporting an incident and will be kept updated every 10 days.

When the incident is resolved we will ask you how satisfied you were with how we dealt with the issue reported.

## How we measure our performance



Compliance with our targets and policy.

## Complaints



If something is not right, please let us know.

We will acknowledge complaints within 1 day, and we aim to investigate, discuss with you and respond fully within 3 weeks.

If it needs longer, we will keep in touch with you.



Complaints dealt with within 3 weeks.



Customer satisfaction with how the complaint was handled.