



"Providing high quality homes & services that put people first"

Service Standards

Our promise to you

Service Standards

MHA's Mission Statement

"To provide **high quality homes & services** that put **people first**"

Please contact the **Corporate Services Team** on **01495 761104**, if you require this document in PDF, large-print, Welsh or any other language, braille or audio format.

Our promise to you

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What to expect

This guide explains the services you can expect to receive from Monmouthshire Housing Association.

It describes the range of services offered, the standards of service you can expect, and how we will check we are meeting these standards.

There are a number of standards, in each section of this guide. If you feel we are not meeting any of these standards then please tell us.

We may ask for your help when checking and monitoring our standards. For example, by asking you to take part in

short satisfactions surveys.

We promise to keep the number of surveys to a reasonable level, and will only ask relevant questions to help us improve our services. You may also wish to become involved in discussing service improvements within a group environment (please ask for more information about how you can get involved).

The guide is also available on our website or you can contact MHA to receive a copy.

Introduction

We are committed to putting you, our customers first by providing you with excellent and responsive services. This booklet sets out the standards you can expect us to meet.

The standards have been developed and agreed with customers and reflect what our customers tell us are the most important.

Why have service standards?

They explain what services we provide and how we will respond when you contact us about them. We always try to provide the best service we can, however, when we don't meet these standards we want you to tell us about it so we can put things right. We aim to continuously improve the service and to do this your feedback is essential. When we cannot meet your needs ourselves, we will try to refer you to other sources for help.

Providing services fairly

When offering and using our services we will treat everyone equally regardless of age, race, gender, disability, sexuality or religious beliefs.

Improving services through monitoring

We will regularly monitor and review our performance against these standards to make sure we continue to deliver a quality service. We will monitor our standards by:

- Regularly quality checking using satisfaction surveys
- Listening to your comments
- Involving our customers in reviewing our services (satisfaction surveys, focus groups, scrutiny panel, service testing team etc.)

Customer Care

You can access all services provided by MHA via telephone, in person, in writing (either letter or email), on our website, texting or by requesting us to visit you at home.

We also provide an out-of-hours services for emergencies.

Our aim is to deliver excellent customer services and for you to be happy with the service you receive.

We will aim to:

- Be polite, friendly, helpful and listen
- Introduce ourselves by name and wear identity badges when entering your home
- Answer your calls in person within 6 rings (offering a Welsh translation service, if required)
- Answer any voice messages within 24 hours of the staff member's return
- Reply to letters within 5 working days (acknowledging or addressing the issue) or give a full response within 10 working days if more time is required, with regular progress report during this time
- Reply to emails within 3 working days (see above)
- Reply to social media/website queries within 24 hours (excluding weekends and Bank Holidays)
- When visiting our office we will offer you a fully accessible, private room and would encourage all customers to arrange an appointment in advance

Service Standards

- When visiting your home and an appointment has been made, if we are late or need to cancel we will contact you to advise and/or rearrange as soon as possible
- Treat all information you give us confidentially and not disclose it to others without your permission, unless we are required to do so by law
- Treat you fairly according to your needs, whatever your age, nationality, ethnic origin, disability, gender or sexual orientation
- Provide a translator, signer or information in other formats such as audio, large print and braille if you need it
- Communicate with you using a variety of methods and provide you with clear, concise and easy to read information
- Provide information in appropriate languages for customers
- Keep customers informed about our work, our successes and plans to improve services

How we will measure this:

- Check that we respond to correspondence within timescales
- Ask you if we dealt with your enquiry quickly and effectively
- Report back to you through our publications and website
- Through mystery shopping and service reviews carried by our tenants and ourselves

Complaints

We aim to provide an excellent service for our customers. However, we acknowledge that sometimes things go wrong and people may wish to make a complaint. Your complaints and concerns provide valuable feedback and help us to learn from and improve our services.

We will aim to:

- Offer a clear and simple complaints and concerns process which can be accessed easily by:
 - Providing clear information and assistance
 - Accepting complaints in a way which suits you best e.g. in person, in writing, by phone or email, texting, using a representative or by completing the online complaint and concerns form found on the website

Have you contacted us?

If you are approaching us for the first time about your issue, you should first give us a chance to respond to your concern and we will, within 10 working days. If you are not happy with our response we will:

- Formally acknowledge your concern within 5 working days and let you know how we intend to deal with it
- Provide a full response in writing within 20 working days following a thorough investigation

We will also apologise for any mistakes we have made and do all we can to put things right and award compensation if appropriate.

Neighbourhood Services

MHA aims to provide excellent neighbourhood management to the residents who live in our homes.

The team provides:

- Tenancy management
- ASB / community safety
- Income services

Our responsibility to You:

- Respond to enquiries within MHA's Customer Care standards
- Keep you informed about ongoing estate management enquiries, being dealt with by contractors
- Deal with tenancy management queries in line with legislative requirements and timescales
- Be visible within your local community, and on hand to give you advice about your tenancy

- Complete periodic tenancy health checks, to ensure you are receiving the right services
- Undertake improvement works, in line with our WHQS Environmental programme

Your Responsibilities:

- We expect you to keep your tenancy details up-to-date, including who's living within your home
- To adhere to the conditions of your tenancy agreement, including; looking after your home
- To respond promptly to any attempts we make to contact you
- To engage with any support services made available to you
- To be polite and considerate to all staff

Income Services

What you can expect from us:

- We will support you to become a rent first household
- We will provide you with specialist support throughout the Universal Credit claims process
- We will provide you with a range of ways to enable you to pay your rent on time and be one week in advance
- We will contact you and any joint tenants within 1 week of a missed payment using one or all of the following methods:
 - Email, text, phone, home visit
- We will provide financial advice including debt advice, benefits advice and support into employment
- We will offer support to enable you to continue to pay your rent even if your circumstances change
- We will provide you with quarterly statements and statements on request, helping you to stay in control of your rent
- We will be polite and considerate to all tenants, being honest and transparent at all times
- We will evict tenants for persistent non-payment of rent

Contact the MHA
Housing Income
Team on **01495
761016.**

What we expect from you:

- To pay your rent first – It is your legal responsibility to pay your rent
- To pay your rent on time and be one week in advance at all times
- To contact us as soon as a Universal Credit claim is made
- To respond promptly to any attempts we make to contact you
- To engage with any support services made available to you
- To be honest and open with us, informing of any changes in your circumstances that may affect your ability to pay your rent
- To be polite and considerate to all staff
- To be aware that we will evict you from your home if you continually fail to pay your rent

Allocations & Lettings (Homesearch)

Monmouthshire Homesearch is a partnership between the Local Authority and five Housing Associations that operate in Monmouthshire. All affordable social rented accommodation is advertised and allocated via this scheme, including some private rented properties through Capsel, Melin Homes and Seren Living at affordable prices.

Our Service Standards are to:

- Consider every application received
- Make sure the Partnership meets its legal obligations
- Provide free advice and information about the right to apply for accommodation
- Provide free assistance to applicants who may have difficulty when making an application, for example help completing the application for accommodation form
- Make sure any information we provide is easy to understand and is readily accessible
- Provide information to all applicants on what types of accommodation are available throughout the County
- Supply information to the applicant to enable them to ascertain how long they are likely to have to wait before being offered accommodation

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- Advise those applicants with low housing need that they are extremely unlikely to be offered social housing through this scheme
- Provide a full copy or a summary of this Allocation Scheme to all households who request one
- We will be sensitive to tenants' individual needs and tailor our services and approach accordingly
- To re-let all vacant housing association homes that are ready to let as quickly as possible
- Ensure that all information provided by applicants will be treated in strictest confidence, adhering to the Data Protection Act
- Provide services in Welsh, or direct applicants to where they can access the service in Welsh
- Assess the language need of applicants and respond appropriately
- Homesearch will respond to all emails and letters sent by applicants within 10 working days; assess and register all housing applications within 10 days of receiving all necessary information
- Senior Officers at either the Council or the partner organisation will undertake statutory reviews of decisions made in accordance with regulations and aim to complete the review within 56 working days
- Homesearch will undertake an initial assessment of medical and welfare cases within 20 working days of receiving all necessary information, including any supporting information from third parties

New Homes

This service provides support to new tenants moving into their homes.

Service Area	Item	Who	Service Standard
Allocations & Lettings	Complete a pre-tenancy visit for starter tenants	New Homes team	Within 2 weeks of provisional offer notification
Sign-up	Provide tenant handbook	New Homes team	At sign-up
Starter tenancies	Complete a New Tenant visit	New Homes team	Within 6 weeks of tenancy sign-up
Starter tenancies	Complete a Starter tenancy review	New Homes team	By month 10 of starter tenancy period

Anti-Social Behaviour & Community Safety

What you can expect from us:

Urgent cases will be responded to within **1 day** and non-urgent cases within **5 days**.



Resident Involvement & Engagement

The Engagement Service engages with a broad range of people including tenants, residents and leaseholders with the aim of building stronger communities locally.

We are here to work with you on the following:

- To help you find out more about MHA and what we do
- To help us run the business based on your experience
- To plan activity and projects that make your community a great place to live
- To help you to realize and fulfil your ambitions.

We thrive on putting tenants at the heart of all we do, ensuring their voices echo throughout all of our services at MHA and to ensure that we continuously improve.

We have 7 standards for our Customers:

1. We will let you know how to get involved

We will ensure that information published about getting involved is clear and MHA staff will work with you to ensure that you are supported in your role.

2. Choice - you can decide what you involved in

We will ensure that there is a wide variety of opportunities for you to get involved that have been designed, shaped and created by our customers. The choice of involvement will always be yours.

3. Engagement is open to everyone

We will ensure that everybody has an opportunity to benefit from our services and we are committed to breaking down engagement barriers by championing.

Equality for all promoting the protected characteristics of the Equalities Act 2010.

4. We will respect and value you

We know that when you say something it's always worth listening to as your voice is our most valuable asset. Staff will always be kind, open and honest and travel reimbursement will always be made in accordance with our tenant expenses policy.

5. We want you to have a good experience

We want to ensure that your involvement with us means that you have a good experience, therefore we will bring

the 'fun factor' to all we do, provide refreshments at events and meetings whilst aiming to fulfil your engagement aspirations.

6. Giving you Feedback

We will ensure that you gain feedback about the impact your involvement with MHA has had.

7. Continually Improving

We will continually improve the Engagement Service by taking on-board your feedback and shaping the service

in line with your expectations and experience. We are always looking to gain your thoughts and ideas on how we can be the best team in town!

Financial, Employment & Training Advice

MHA offers a range of services to support tenants with benefits, financial / debt advice and employment, whether this is preparing you for the workplace or improving your options.

What you can expect from us:

If cases are urgent, we will make initial contact within **48 hours**.
Non-urgent cases will be contacted within **3 - 5 working days** of receiving a referral.

Responsive Repairs & Maintenance

Ways to Report a Repair

Monmouthshire Housing Association is responsible for most of the repairs to your home. We will maintain the structure and the outside of your property and the fixtures and fittings inside your home. We also make sure that gas, electricity and water is safely provided.

By Telephone

You can report a repair by calling us on the freephone Repairs Hotline number:

0800 980 7751 (For Mobiles: **01495 761143**)

For out of hours emergency repairs call

0800 980 7751 (for mobiles: **01495 761143**)

Online

You can submit details of non-urgent repairs via our website.

Please do not use social media to report an emergency repair.

Speak to a Member of Staff

You can give your details to any member of Monmouthshire Housing Association's Neighbourhood Team.

What are Responsive Repairs?

Responsive repairs are day to- day repairs, such as central heating failures, blocked toilets or sinks. Monmouthshire Housing has a legal obligation to carry out certain repairs within a specified timescale. We have set timescales for our repairs, which comply with this law and in many circumstances, exceed the expectations of the law.

When reporting your repair you will be asked for the following information:

- Your Contact Details
- Your name, address and contact number
- Details of the problem - Please try to give as much information as possible as this will help us determine exactly what work is needed to be carried out
- Access details
- We will ask you for a suitable time for one of our tradesperson to gain access to your property

Repairs that tenants are responsible for include:

As a tenant of Monmouthshire Housing Association, you are responsible for the following repairs in your property:

- Anything that belongs to you (e.g. furniture you have purchased, etc.)
- Light bulb / strip light replacements
- Replacement of lost keys
- Glazing (MHA will only repair broken glass where it can be shown that the damage was caused by circumstances outside of the tenants' control - e.g. crime, etc.)
- Damage caused by you, other household members or guests visiting your home

Empty Homes

Moving In and Moving On Standards

Please refer to information booklets available on MHA's website.

Great Homes, Great Services, Great Location.



Providing high quality homes & services that put people first



Void Standards:
Moving In

Great Homes, Great Services, Great Location.



Providing high quality homes & services that put people first



Property Standards
Moving On

How to Contact us

General

If you have a housing-related query regarding your home or tenancy (including your rent), or would like to report problems with anti-social behaviour or a neighbourhood issue, please call the Head Office at Mamhilad on: **0345 677 2277** (local call rate).

Freephone Repairs Hotline (Including Emergency Out of Hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on **0800 980 7751** or **01495 761143** (if you are calling from mobile)*

**Calls to our 0800 number may cost you more than the 01495 numbers if you are calling from a mobile phone.*

Email

You can also contact us via email: **communityservices@monmouthshirehousing.co.uk**

We aim to respond to emails within 3 working days.

Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at: **www.monmouthshirehousing.co.uk**

Useful Contacts

MHA's Main Office: **0345 677 2277**

MHA's Rent Line: **0303 123 1127**

Repairs Helpline: **0800 980 7751**

TV Licence: **0300 790 6131**

Council Tax: **0345 372 3601**

Homemakers: **01873 857 618**

Utility Companies

Welsh Water: **0800 052 0130**

Swalec: **0345 026 0656**

British Gas Emergency: **0800 111 999**

Useful Websites

Our Website: **www.monmouthshirehousing.co.uk**

MCC's Website: **www.monmouthshire.gov.uk**

Monmouthshire Housing Association

☎ **0345 677 2277**

✉ **customerservices@monmouthshirehousing.co.uk**

🌐 **www.monmouthshirehousing.co.uk**

✉ **Monmouthshire Housing Association**
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