

# Our Service Standards

## CONTACTING US

1. We will provide a Freephone emergency service number, 24 hours a day, every day of the year.
2. We will respond to telephone messages within 1 working day of receiving them.
3. We will respond to letters, emails and online forms within 3 working days of receiving them.
4. We will use plain language in all of our communications.
5. We will offer translation services and documents in different formats to give you access to the information and services you need.

## YOUR PRIVACY

6. We will handle any information that we collect from you in line with the Data Protection Act 2018 and General Data Protection Regulation (GDPR).
7. We will publish a Privacy Statement on our website telling you about the information we might collect from you, how we will use the information and store it safely.

## VISITING YOU

8. We will offer a range of appointment slots for repairs.
9. We will always make an appointment to see you, unless we need to speak to you urgently and we have been unable to contact you, or if we are carrying out consultation in the area.
10. We will always show you identification if we or one of our contractors visit your home.

## KEEPING YOU INFORMED

11. We will send a copy of our newsletter 'Gateway News' to all of our tenants and leaseholders every 3 months.
12. We will use social media to let you know about upcoming events, our work in our communities and to update you with any other important information.

## MAKING A COMPLAINT, COMMENT OR COMPLIMENT

13. We will have a clear, simple and accessible policy and procedure for handling complaints.
14. We will publish our 'Complaints, Comments and Compliments' leaflet on our website. This will tell you about how we handle complaints and what to do if you are unhappy with the outcome of your complaint.
15. We will accept complaints, comments and compliments in any format.
16. We will publish an annual report about the complaints and compliments we have received, telling you how we have learned from them and how we have used them to improve our services.

## YOUR NEW TENANCY/MOVING HOME

17. We will meet our Empty Homes Standard.
18. We will process all housing applications within 5 working days of receiving them.
19. We will contact you within the first 4 weeks of moving into your home to check you have settled in and to see if you need any extra support.

## YOUR HOME

20. We will maintain all of our homes to CGA's Home Standard.
21. We will let you know about any improvement work being carried out, before the work starts.
22. We will aim to complete all repairs on the first visit.



23. We will carry out an annual gas service that will be completed by a Gas Safe registered engineer.
24. We will complete all minor adaptations to your property within 15 working days.
25. We will update you about the progress of your adaptation.

## SUPPORTED HOUSING

26. We will visit you within the first week of your tenancy to talk to you about CGA's services.
27. We will contact you either by intercom, or in person, before 10am Monday to Friday, unless you have made other arrangements with us.
28. We will visit you in person at least once a month.
29. We will review your support plan every year.

## SUPPORTLINE CUSTOMERS

30. We will visit within 45 minutes of receiving an emergency call.
31. We will answer your SupportLine calls within 60 seconds.
32. We will check your Lifeline system every month to make sure that the equipment is working and that your personal circumstances have not changed.

## YOUR NEIGHBOURHOOD

33. We will respond to a report of hate-related behaviour and violence against a person, within 1 working day of receiving it.
34. We will acknowledge an anti-social behaviour report within 1 working day of receiving it.
35. We will remove racist or offensive graffiti from our properties within 1 working day of it being reported.
36. We will remove graffiti from our properties within 3 working days of it being reported.
37. We will remove fly-tipping from our land within 5 working days of it being reported.
38. We will carry out regular estate walkabouts with our partners and advertise the dates to our customers and elected members for each area.
39. We will contact you about any CGA developments or plans in your area which may affect you.

## YOUR MONEY

40. We will carry out an affordability assessment before you sign up to your new tenancy.
41. We will provide you with an easy to understand rent statement in January, April, July and October each year.
42. We will update your rent account within 1 working day of receiving your payment.
43. If you are struggling to pay your rent, or need help applying for benefits, we will provide help and advice within 5 working days of receiving your details.

## INVOLVING YOU

44. We will publish an annual report telling you how we are performing.
45. We will hold an Annual General Meeting and invite our members and key stakeholders to attend.
46. We will publish a report about your involvement with us on our website each year.
47. We will publish a statement in the autumn edition of Gateway News which explains our commitment to resident involvement. This will tell you about the different ways that you can get involved with us.
48. We will promote the availability of our minibuses and publish a summary on our website each year telling you how the minibuses have been used within our communities.
49. We will promote our Community Support Fund and publish a summary on our website each year telling you how the fund has been used to benefit our communities.