



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

NPH CUSTOMER CHARTER & SERVICE STANDARDS

Updated 30 June 2023

NPH CUSTOMER CHARTER AND SERVICE STANDARDS

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Our Customer Charter and Service Standards

Telephone - 0300 330 7003

Email - nphcustomerfeedback@nph.org.uk

Registered Office:

The Guildhall St Giles Square, Northampton NN1 1DE



FOREWORD

NPH provides homes which enable people to live happy and healthy lives in enriched communities

At Northamptonshire Partnership Homes (NPH), we are committed to putting you, our customers, first by providing quality services. This will enable us to achieve the Vision, Mission, and Values we created together.

The Customer Charter is our commitment to the way you can expect to be treated by NPH and the way do with business with you. The charter also includes what we need from you to enable us to provide the best possible service. Our measurable service standards are included at the back of this document, these will be reported and published quarterly.

Our Service Standards explain in detail, the standards you can expect from the services we provide. The standards and charter were developed in partnership with customers, and we would like to thank these volunteers for their time and valuable contributions throughout this process.

Why have a Customer Charter and service standards?

- They explain the services we provide and how we will respond when you contact us about them
- We want every customer to be clear about the level of service they can expect
- We always aim to provide the best service possible. If we don't meet our expected standards, we would like you to let us know so that we can put things right
- We are always looking to improve services and your feedback helps us to do this
- When we are unable to meet your needs at NPH, we will try to refer you to other organisations that can help
- We make sure that everyone has equal access to services

How we will monitor our standards and keep you up to date

- Regularly monitor, review and publish our performance against these standards;
- Conduct satisfaction surveys to regularly check the quality of our work;
- Listen and respond to your comments to make sure that improvements to services are made;
- Involve customers when we review services;
- Publish monitoring results in Your Voice customer newsletter;
- Update our website with the latest performance information; and
- Regularly report results to the Resident Advisory Panel

Customer Charter

Our commitment to each other

Treat you fairly

We will:

- Do what we say we're going to do;
- Be honest, polite and respectful;
- Respond to your individual needs;
- Be clear about how you make a complaint; and
- Handle your complaints fairly

Aim to get things right first time

We will:

- Listen to understand your situation;
- Ensure we have skilled and knowledgeable staff;
- Do as much as we can at the first point of contact; and
- Learn from when we get it wrong

Make it easy to do business with us

We will:

- Provide different ways of accessing our services;
- Use Plain English and avoid jargon;
- Offer a range of ways for you to give us feedback;
- Communicate with you using your preferred channel;

Keep you informed

We will:

- Keep you updated on your service request, query or complaint;
- Be accountable and let you know how we are performing; and
- Share our news across a range of channels

What we ask from you

To help us help you, please:

- Be considerate and polite to our colleagues and contractors;
- Give us all the information we need to help you;
- Keep appointments or tell us if you need to change them;
- Let us know if you are unhappy with our service; and
- Tell us if our service has been better than you expected

YOUR SERVICE STANDARDS

What you can expect from us

NPH offers a range of services, and this guide sets out the standards of service you can expect from each of our service areas.

Customer care

We will:

- Aim to answer your telephone call within 90 seconds;
- See you within 10 minutes of an agreed appointment time;
- Ring you back within 1 working day, if you've left us a message because it took longer than expected to answer your call;
- Acknowledge all emails and letters within 5 working days and sooner if possible;
- Always provide identification when colleagues or contractors visit your home;
- Carry out satisfaction surveys to make sure that services continually improve, and you are happy with the service provided



YOUR HOUSING APPLICATION

You can make an application for a home with NPH online at www.nph.org.uk/apply-housing-register

- Once you've applied, we'll assess your application within 35 working days of receiving all the documents we have asked you to provide
- If your application is accepted and added to the housing register, you will receive an application reference number. You are then ready to bid for a home online at www.nph.org.uk/bid-property
- We will publish information online to help you decide which homes to bid on, at www.nph.org.uk/housing-register-and-housing-stock-statistics

This includes:

- The type of homes we let;
- How many homes we let in the previous 3 months;
- The number of applicants on the housing register; and
- Rental amounts;
- Homes sold under the Right to Buy; and
- The application banding of successful bids

Your bidding information

Your application reference will arrive with a letter in the post. This includes your:

- Application reference number;
- Housing need band information;
- The date you joined the housing register; and
- The size of home you can bid on

You will need your application reference to register for Your NPH and use online services.

SUPPORTING YOU WITH YOUR TENANCY

The Rehousing Intervention Service is available to any applicants on the Housing Register who need support to help them manage their tenancy and live independently. This could include those residents who:

- Have support needs;
- Need help to understand how the rehousing process works;
- Have a vulnerability or additional needs; or
- May for any reason, struggle to maintain a tenancy.

For Interventions:

- Once you have applied for intervention support, we will assess your application and contact you within 10 working days
- We will review your case every 3 months to capture any changes in circumstances
- All new tenants will be required to go through a training course to set out what is expected of them
- We will help applicants set up utilities, which may include grants for furniture or flooring, and services such as GP's and Dentists

For Applications:

- We will measure the time taken to assess your application once all the requested documents are received
- If you wish to appeal your support application, we will complete and respond to you in 56 working days

RENTING A GARAGE

- To rent a garage you will need to apply online. For further information visit [Garages | Northampton Partnership Homes \(nph.org.uk\)](http://nph.org.uk/Garages);
- You will need to provide supporting documents within 28 working days of your application; and
- We will assess and process garage applications within 28 working days of receiving the documents we have asked you to provide.





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MOVING INTO YOUR NEW HOME

Before moving into your new home:

- We will make sure that your new home is clean, safe, secure and meets our minimum standards;
- We will check your electrics and provide you with a safety certificate;
- Our NPH Engineer will arrange for a full safety check of the gas system when the new tenancy starts; and
- Each property will be checked for materials containing asbestos and confirmed as being safe

After you move into your new home:

- The gas system at a property will be annually inspected for safety;
- Your housing officer will contact you within 2 weeks of moving in; and
- We will ask you about your overall satisfaction with the condition of your new home and the service you have received from us so far



WELFARE AND SUPPORT

The housing support service is available to any NPH tenant, regardless of the type of tenancy they hold. This support is offered to tenants who:

- Are at risk of tenancy failure;
- Have unmet support needs;
- A vulnerability or additional needs; and
- Are in crisis and require support to maintain and develop independence

The service is driven by the needs of each individual and focuses on achieving positive outcomes for you. A member of the team will speak with you and carry out an assessment of your needs to make sure you get the best support possible. This is called a person-centered approach.

There are two types of support available:

- Crisis intervention – this consists of a maximum of 4 visits to help you get through a tough time.
- Support for up to two years to help with more complex needs.

The service is accredited as an outstanding provider of housing support via the Erosh Code of Practice.

This code of practice relates to older persons' housing and housing support providers. Following this code of practice enables us to measure the quality of your home and services against national standards.

WELFARE AND SUPPORT

If you need support:

- Referrals where domestic abuse has been reported will be assessed within 1 working day
- Urgent referrals will be assessed within 5 working days
- All other referrals will be assessed within 10 working days
- If you are in need of support, we will complete a support plan and risk assessment
- We will review support plans at least every 3 months
- Welfare officers will attend all emergency calls on the day of report
- We will attempt to carry out a welfare visit every 4 weeks for every qualifying tenant
- Welfare officers will install emergency lifeline equipment within 48 hours of a tenant moving into older persons accommodation, or as soon as possible if there is no landline in place

If you are struggling to manage your tenancy, we are here to help.

You can call our dedicated housing support line on **01604 838 462** between 9am – 5pm, Monday – Friday.

You can also request support by:

- Visiting West Northamptonshire Council's One Stop Shop at The Guildhall;
- Using the online form at [Our housing support service | Northampton Partnership Homes \(nph.org.uk\)](https://www.nph.org.uk/our-housing-support-service);
- Calling us on 0300 330 7003;
- Telling any NPH colleague you need support;
- Requesting a referral form, which can be sent to TenancySupport.NPH@nph.org.uk and DomesticAbuse.NPH@nph.org.uk; or
- Writing to NPH Tenancy Support, The Guildhall, St Giles Square, NN1 1DE



REPORTING ANTI-SOCIAL BEHAVIOUR

Anti-Social Behaviour (ASB) is behaviour that causes harassment, alarm, or distress.

We will not tolerate Anti-Social Behaviour and, in partnership with other organisations, we will investigate all forms of ASB.

Our ASB service has received national accreditation from Housemark, which is the only independent validation of compliance with the Respect Charter for Housing.

If you need to contact us about anti-social behaviour (ASB), we will:

- Contact you within 1 working day of receiving your initial report of ASB;
- Agree with you, how and when we contact you about your issue;
- We will complete a risk assessment to help identify vulnerable and repeat victims; and
- When you report an ASB concern we will always complete an action plan with you

When your report of ASB is received, a member of our team will contact you within the following timescales:

- **1 working day** - for all Grade 1 (personal) ASB reports
- **3 working days** - for all Grade 2 (community) ASB reports
- **5 working days** - for all Grade 3 (environmental) ASB reports

Once your ASB case is closed, we will contact you about your satisfaction with our ASB service. Your feedback helps us to continually improve.



RESIDENT INVOLVEMENT

Our Resident Involvement team is here to help you get involved. We want to know what you think of our services and are happy to listen to any ideas that you have for how we improve.

We will:

- Provide a wide range of options to enable NPH customers to share their views and influence what we do;
- Listen to your views about our services;
- Make sure that comments, compliments and complaints about NPH are considered alongside the views of customers who engage with us;
- Provide feedback wherever possible when you have taken part in any of our involvement activity;
- Provide regular information and updates on resident involvement outcomes and activity across all communications channels;
- Provide spaces for local community groups to meet or run activities; and
- Provide support for local groups and individuals through our social enterprise, Happy to Help Community Interest Company (CIC)

If you're interested in running a community event or taking part in any existing activities, you can contact our resident involvement team on **01604 837 836** or by email at getinvolved@nph.org.uk



CARRYING OUT REPAIRS

Repairs can be reported and booked online at www.nph.org.uk/report-repair. You will need to register for a Your NPH account at [Do it Online | Northampton Partnership Homes \(nph.org.uk\)](http://www.nph.org.uk/Do-it-Online-Northampton-Partnership-Homes). Please have your tenancy reference number to hand if you are registering for this service for the first time.

Before reporting a repair, please check if the repair is your responsibility or you may be recharged before an appointment is made at www.nph.org.uk/repairs-you-are-responsible-for the first time.

If you're unable to report your repair online, or cannot register for Your NPH, you can call NPH's repairs service on **0300 330 7003**. When requesting a repair, we will place it into one of three categories, each with their own priority and timescale:

Category	Definition	Timescale
Emergency	Work to remove immediate danger to people. Avoid serious damage to property. Make property secure.	Attend within 24 hours. May involve follow up works and making the property safe.
Urgent	Work needed to quickly prevent immediate damage to the property. Overcoming serious inconvenience to you. Potential health and safety or security risk.	Attend within 7 calendar days
Non-Urgent	Work that is non-urgent but cannot wait until planned maintenance takes place.	Attend within 90 calendar days

CARRYING OUT REPAIRS

All our repairs' staff will always follow our workmanship standards. This includes showing their ID badge and leaving a clean and tidy area around the repair.

We aim to get repairs right first time by:

- Sending a fully trained and multi-skilled tradesperson to carry out the repair on the first visit, at the appointed time slot; and
- Stocking our vehicles with the most frequently used materials so that most repairs can be completed at the first visit.

We will:

- Adapt the repairs timescales if you have a vulnerability and need more urgent attention;
- Offer appointment options within the repair timescales, to fit in with you;
- Text to confirm appointments (unless we are responding to an emergency) and send follow up texts:
 - when the appointment is initially booked;
 - on the day before the appointment;
 - when the tradesperson is on their way; and
 - carry out a satisfaction survey to a percentage of completed repairs



MAINTAINING YOUR HOME

NPH manages a planned programme to maintain your home. When your home is included in this programme, we will:

- Talk with you about any major works that affect your home;
- Give you choices of components and finishes wherever possible (this could include tiles, worktops and drawer fronts);
- Keep you informed of any delays or changes to the works needed;
- Make sure that our contractors show their identification when visiting your home;
- Leave your home clean and tidy at the end of each day and once the work is completed; and
- Ask your opinion about the quality of our service and how we can improve it.

To find more about planned works in your neighbourhood, head to www.nph.org.uk/new-build-and-neighbourhood-investment.



AIDS AND ADAPTATIONS

This is how we describe changes to your home that help with a disability or your mobility.

If you make a request for changes to your home to help you, we will:

- We will acknowledge your enquiry within 10 working days and provide relevant information to assist you;
- If an assessment appointment is necessary, we will schedule this to take place within 6 weeks of acknowledging your enquiry;
- If a survey of your home is needed, we aim to carry this out within 4 weeks of the assessment visit; and
- We will inspect the quality of any adaptation work that is carried out in your home.

You, a member of your family or a friend can contact the adaptations service directly to request an initial assessment. To make a request, please call **01604 837 818** or email adaptations@nph.org.uk.



MANAGING YOUR RENT PAYMENTS

Rent payments and statements can be viewed online at any time by registering for a Your NPH account at [Do it Online | Northampton Partnership Homes \(nph.org.uk\)](https://www.nph.org.uk)

Please have your tenancy reference number to hand if you are registering for this service for the first time.

To help you manage your rent payments, we will:

- Provide you with a breakdown of your rent and service charges at the start of your tenancy and then each year as part of the rent review;
- Provide a rent statement each year, which shows the payments you have made to your rent account;
- Agree a way for arrears to be cleared based on your individual, personal and financial circumstances;
- Make contact by letter, in person, text or phone to inform you of any rent you owe to us;
- Contact you to discuss your arrears before taking legal action; and
- Help you with budgeting, access to benefits and general money advice if you tell us you are struggling to pay your rent.

For information and advice on managing money please visit www.nph.org.uk/managing-your-money.

YOUR NEIGHBOURHOOD

Every neighbourhood will be checked twice a year, to highlight environmental issues that might affect that area.

We will:

- Inspect every block of flats quarterly for cleanliness, fire safety and repair issues;
- Monitor our cleaning contractor's standard of work in communal areas, both internally and externally;
- Monitor our grounds maintenance contractor's standard of work in communal areas that are NPH's responsibility to maintain.
- Remove reported fly-tipping on the land we manage, within 2 working days;
- Respond to reported biological type of cleaning requests (such as defecation or removal of used needles) in communal areas, within 1 working day;
- Remove obstructions from communal areas within 1 working day; and
- Provide advice to those who breach the zero-tolerance fire safety policy which could result in enforcement action.

To report fly-tipping on land managed by NPH, please contact **0300 330 7003**.



LEASEHOLD SERVICES

Our leasehold service will:

- Provide a welcome pack to all new leaseholders to include a handbook, details of service charges and payment options;
- Provide an estimate of service charges at the beginning of the year;
- Provide an actual service charge expenditure statement at the end of the year. Statements will be in a clear format, together with a breakdown of responsive repairs where necessary
- Consult with you on any major works to be carried out (in compliance with the legal section 20 process regarding major works and refurbishments); and
- Provide a detailed breakdown of any major works or refurbishment costs and an outline of payment options

FEEDBACK AND COMPLAINTS

We encourage all customers to give us their views and to praise our colleagues when they do things well or exceed expectations.

You can provide comments, compliments and make/raise/log a complaint by calling **0300 330 7003** or online at [Give us feedback | Northampton Partnership Homes \(nph.org.uk\)](https://www.nph.org.uk).

Our complaints process

We understand that sometimes things go wrong, and you may wish to make a complaint. If you believe we have not met your expectations, we ask you to tell us. Your complaints give us valuable feedback and help us to improve our services.

We will operate a 4-step process. This consists of:

Acknowledgement

Informal- pre-complaints, will be responded to within 5 working days of the issue being received.

Stage 1

Formal investigation- a full response will be given in 10 working days of a complaint being received.

Stage 2

A Stage 2 complaint will look at the handling of the complaint at Stage 1. Any outstanding issues will be investigated, and a full response provided within 20 working days after escalation.

Stage 3 (Optional)

If we have been unable to sort out your complaint after the above steps, we will offer the help of our Tenants Complaint Panel to work with us to solve any outstanding issues. Stage 3 is optional.

If you need to make a complaint, we will:

- Always treat you with courtesy, respect and fairness;
- Have due regard to Equality and Diversity;
- Contact you within 5 working days of your complaint being logged to discuss the issue;
- Thoroughly investigate your complaint, keep you informed and advise you in advance if more time is required to investigate an issue; and
- Consider requests to escalate a complaint to the next stage in 5 working days. Customers can request escalation at each stage however, this process is not automatic

INFORMATION WE HOLD ABOUT YOU

To allow us to provide a range of services to you, NPH and our subsidiary company, Happy to Help Community Interest Company (CIC), process and keep personal information about you.

Our Privacy Notice sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed (used, shared, stored and disposed of) and can be viewed online at: www.nph.org.uk/privacy-policy.

Both Happy to Help and NPH are registered Data Controllers with the Information Commissioners Office (ICO) and comply with the Data Protection Act 2018 (DPA 2018).

We will:

- Treat information provided by you as confidential and ensure all NPH staff who have access to your personal information receive appropriate Data Protection Training;
- Only share your data when there is a specific legal basis to do so (for example, when a data sharing agreement is in place or if requested by the police);
- Keep all correspondence and personal information safely in accordance with the Data Protection Act 1998 (DPA 2018), and only for as long as it is required;
- Ensure our subcontractors adhere to DPA 2018, have measures to protect and safeguard the data we share with them and to immediately notify us should the data be compromised;
- Respond to Subject Access Requests promptly and accurately within 40 calendar days after the request has been made. In exceptional circumstances, if it is not possible to comply within this period, the applicant will be informed; and
- Respond to Freedom of Information Requests within 20 working days (office opening days Monday to Friday and does not include Bank Holidays). Where more time is required for complex requests, we will contact the requester to discuss and agree a further date for the response

To make a Subject Access Request, Freedom of Information Request or to find out more about how your data is used, please contact **HousingInformationRequests.NPH@nph.org.uk** or visit our website www.nph.org.uk/privacy-policy

CONTACTING US

Contact Us

Monday – Friday 09:00 until 17:00

Telephone: **0300 330 7003**

Out of Hours for emergency repairs only: **0300 330 7003**

www.nph.org.uk

You can do it online 24/7, by accessing any of the following services:

- pay your rent;
- report a repair;
- report anti-social behaviour;
- apply for a garage;
- bid for a property;
- apply to keep a dog; and
- set up DirectDebits

Twitter: [@NPH_news](https://twitter.com/NPH_news)

Facebook: [NPH Connect](#)

Visiting us

You can access our services by visiting the council's One Stop Shop at The Guildhall, St Giles Square, Northampton, NN1 1DE.

Home visits

You can also ask us to visit you at home.

Write to us:

Northamptonshire Partnership Homes, The Guildhall, St Giles Square, Northampton, NN1 1DE

If you would like this document produced in your own language, in braille, large print or audio, please let us know by contacting 0300 330 7003.

Our Service Standards

Your housing application and bidding for a home	Once you've applied with us, we'll assess your application within 35 working days of receiving all the documents we have asked you to provide
Supporting you with your tenancy	Once you have applied for intervention support, we will assess your application and contact you within 10 working days
	We will review your case every 3 months to capture any changes in circumstances
	Once we receive your support application appeal, we will complete and respond to you within 56 working days
Moving into your new home	Your housing officer will contact you within 2 weeks of moving in
Welfare and Support	Referrals where domestic abuse has been reported will be assessed within 1 working day
	Urgent referrals will be assessed within 5 working days
	All other referrals will be assessed within 10 working days
	We will review support plans at least every 3 months
	We will attempt to carry out a welfare visit every 4 weeks for every qualifying tenant
	Welfare officers will install emergency lifeline equipment within 5 working days of a tenant moving into older persons accommodation (or as soon as possible if there is no landline in place)
Reporting Anti-Social Behaviour	A member of our team will contact you within 1 working day for Grade 1 (personal) ASB reports
	A member of our team will contact you within 3 working days for Grade 2 (community) ASB reports
	A member of our team will contact you within 5 working days for Grade 3 (environmental) ASB reports

Carrying out Repairs	We will attend all emergency repairs within 24 hours
	We will attend all urgent repairs within 7 days
	We will attend all non-urgent repairs within 90 days
Aids and Adaptations	We will acknowledge your enquiry within 10 working days and provide relevant information to assist you
	If an assessment appointment is necessary, we will schedule this to take place within 6 weeks of acknowledging your enquiry
	If a survey of your home is needed, we aim to carry this out within 4 weeks of the assessment visit
Your Neighbourhood	Inspect every block of flats quarterly for cleanliness, fire safety and repair issues
	Remove reported fly-tipping on the land we manage, within 2 working days
	Respond to reported biological type of cleaning requests (such as defecation or removal of used needles) in communal areas within 1 working day
	Remove obstructions from communal areas within 1 working day
Feedback and Complaints	We will contact you within 5 working days of your complaint being logged to discuss the issue
	Stage 1- Formal investigation- a full response will be given within 10 working days of a complaint being received
	Stage 2- Will look at the handling of the complaint at Stage 1. Any outstanding issues will be investigated, and a full response provided within 10 working days after escalation
	We will consider requests to escalate a complaint to the next stage in 5 working days. Customers can request escalation at each stage however, this process is not automatic



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