

# Service Standards

What you can expect from NPH  
2019 edition



# Our customer service experience is based on:

1. making it easy to do business with us;
2. making sure that our staff are well trained and continually developed;
3. aiming to get all that we do right first time;
4. listening and responding to you;
5. showing empathy and honesty;
6. being polite and respectful;
7. providing quality services; and
8. when things go wrong, keeping you updated and learning from it.

## Our service standards

Telephone

**0300 330 7003**

Email

[nphcustomerfeedback@nph.org.uk](mailto:nphcustomerfeedback@nph.org.uk)



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# Foreword

by Mike Kay, Chief Executive.

At Northampton Partnership Homes (NPH) we are committed to putting you, our customers, first by providing you with excellent services.

The following pages set out the standards you can expect from us.

These service standards were developed in partnership with customers. We would like to thank all of the customers involved for their time and valuable contributions.

## **Why have 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 try to provide the best possible service at all times, but if we don't meet expected standards, we want you to let us know so we can put things right. We are always looking to improve services and your feedback helps us to do this.

When we are not able to meet your needs at NPH, we will try to refer you to other organisations that can help.

## **Providing services fairly**

We will make sure that everyone has equal access to services regardless of age, race, gender, disability, sexuality or religious beliefs.

## **Improving services through monitoring**

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

We will monitor our standards by:

- regularly quality checking our work by conducting satisfaction surveys;
- listening to any comments you make, so that our services can be improved; and
- involving our customers when we review services.

## **Keeping you up to date**

To let you know that we are keeping to these standards we will:

- publish the results of this monitoring in your customer newsletter, NPH Voice;
- update our website with the latest performance information; and
- report results regularly to our resident advisory panel.

# 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 us.

If you feel we are not meeting any of these standards then please tell us. Your views help us to understand both how we are doing and what we can improve on.

Our customer service experience is based on the following principles.

We will:

- make it easy to do business with us;
- make sure that our staff are well trained and continually developed;
- aim to get all that we do right first time;
- listen and respond to you;
- show empathy and honesty;
- be polite and respectful;
- provide quality services; and
- when things go wrong, keep you updated and learn from it.

### **Your Responsibilities**

To help us provide the best possible service we respectfully ask that you:

- be considerate and polite when speaking to our staff and contractors;
- give us all the information we need to help you;
- be on time for appointments or let us know if you are no longer able to attend;
- tell us if you are unhappy with the service you have received; and
- tell us if the service has been better than you expected.

You can contact the customer service team at the Guildhall from Monday – Friday, 09:00-17:00.



**Our telephone number is:** 0300 330 7003.

## Customer Care

You can access our services by:

- telephone;
- in person;
- in writing by letter or email;
- online; or
- by visiting the Guildhall.

You can also ask us to visit you at home.

On our website **[www.nph.org.uk](http://www.nph.org.uk)** you can:

- pay your rent;
- report a repair;
- report anti-social behaviour; and
- apply for a garage.

### Our service pledges

- We aim to answer your telephone call in no more than 90 seconds.
- At the Guildhall One Stop Shop we aim to keep you waiting no longer than 10 minutes to see a member of the team.
- If you have an appointment, we will see you within 10 minutes of the allotted time.
- If you can't wait for us on the telephone then you can leave us a message and we will ring you back within 1 working day.
- If you email us, we will acknowledge receipt within 1 working day and aim to reply in full within 3 working days.
- We will carry out satisfaction surveys to make sure that service continually improves and you are happy with the service provided.
- If a call back is needed, we aim to do this within 1 working day.







# Your housing application and bidding for a home

## Our service pledges

We will:

- Assess your application within 28 days of receiving all of the documents needed.
- Respond to your email within 2 working days of receiving it.
- Publish details about the numbers and lettings of empty homes, to help you decide what to bid on and give you an idea of how long you may have to wait.
- Explain clearly how we allocate our homes.
- Arrange an appointment with you to view the property you've been offered with a member of staff who can answer any questions you may have.
- Arrange a time to sign up to your tenancy.
- Talk to you about any help you may need to settle into your new home.

### As a minimum standard we promise that your new home will:

- be clean throughout;
- be structurally sound and weatherproof;
- be free from damp;
- be free from infestations;
- not have any major works outstanding;
- have an energy efficient boiler;
- have a valid energy performance certificate; and
- meet gas, electrical and heating compliance standards.

## Moving into your new home

### Our service pledges

#### Before moving into your new home:

- We will offer homes that are clean, safe and secure and meet our minimum standards.
- All properties will be visited on the same day keys are handed in and utilities will be isolated.
- All properties will have their electrical installation tested and will be compliant with current IEE electrical regulations.
- The gas installation at a property will be visually inspected for safety and capped off at the meter.
- Our gas servicing contractor will arrange for a full safety check of the system when the new tenancy starts.
- Each property will be checked for material containing asbestos if a check has not previously been carried out.

#### At tenancy sign up:

- We will provide you with information about your tenancy rights and responsibilities, including information on rent and other charges.
- We will help you to make a claim for housing benefit if needed.

#### After you move into your new home:

- Your housing officer will arrange to contact you within 2 weeks of moving in and visit you at your home.
- We will check your overall satisfaction after being rehoused. This includes the condition of your new home and the service you received from us from being offered your new home and moving in.
- We will attempt to make contact with you by telephone within 26 weeks of your tenancy start date to find out whether you need any help or support.



We aim to support our customers to live as independently as possible. This may include support and advice from us or from another agency.

## Tenancy Support

### Our service pledges

Before moving into your new home:

- A support officer will assess referrals where domestic abuse has been reported within 1 working day.
- A support officer will assess all referrals deemed urgent within 5 working days.
- A support officer will assess all other referrals within 10 working days.
- A team leader will categorise all referrals within 1 working day.
- We will complete a support plan and risk assessment for all customers who need help and support.
- We will review support plans every 3 months.
- We will attend all emergency call outs on the day of report.
- We will carry out a welfare visit every 4 weeks for every qualifying tenant.
- Welfare officers will install emergency lifeline equipment within 1 working day of a tenant moving into older persons accommodation (or as soon as possible if there is no landline in place).







# Reporting Anti-social Behaviour

## Our service pledges

- We will contact you within 1 working day of receiving your initial report of ASB.
- When your report of ASB is received you will meet a tenancy compliance officer within the following timescales:
  - **1 working day** for domestic abuse and violent hate crime.
  - **3 workings days** for verbal abuse, harassment and vandalism.
  - **5 working days** for noise, fly-tipping and nuisance pets.
- We will complete a risk assessment to help identify vulnerable and repeat victims.
- When you report an ASB concern, we will always complete an action plan with you.

## We will:

- Assess your overall satisfaction with our ASB service, so we can understand what we have done well or what we need to improve.
- Agree with you how and when we contact you.
- Provide guidance on out of hours support and a telephone number for community safety partners.



Our resident involvement service provides opportunities for you to have your say.

## Resident involvement

We want to know what you think of our services and are happy to listen to any ideas that you have for how we can improve.

### Our service pledges

We will:

- Be open and friendly in our approach, actively encouraging customers to engage with NPH.
- Provide a wide range of involvement options to make sure that NPH customers to get involved and share their views.
- Listen to your views about our services.
- Make sure that comments, compliments and complaints about NPH are also considered alongside the views customers who engage with us.
- Provide feedback wherever possible when you have taken part in any of our involvement options.
- Provide spaces for local community groups to meet or run activities.
- Provide training and volunteering opportunities.
- Provide support for local groups through our social enterprise, Happy To Help CIC.

## Carrying out repairs

When requesting a repair, we will place it into one of three categories, each with their own priority and timescale:

Category	Definition	Timescale
<b>Emergency</b>	Work to remove immediate danger to people. Avoid serious damage to property. Make property secure.	Attend within 24 hours. This may involve follow up works and making the property safe.
<b>Urgent</b>	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 days.
<b>Routine</b>	Work that is non-urgent, but cannot wait until planned maintenance takes place.	<b>Internal repair</b> - attend within 25 days <b>External repair</b> - attend within 45 days.

All our repairs staff will follow our code of conduct at all times.

This includes:

- showing their ID badge;
- leaving a clean and tidy area around the repair;
- if they cannot complete the repair, letting you know why; and
- making follow up appointments with you before leaving your property.

# Carrying out repairs

## Our service pledges

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 carry out a satisfaction survey once the repair is completed and follow up on your feedback.

We will:

- Change the repairs timescales if you have a vulnerability and need more urgent attention.
- Provide a variety of ways for you to report your repair, including by telephone and online. You can also use customer telephones at the Guildhall One Stop Shop.
- Offer appointment options for you to choose from to fit in with your plans.

We will confirm all appointments and send you follow up texts:

- when the appointment is initially booked;
- on the day before the appointment; and
- when the tradesperson is on their way.

We will provide an option for you to rearrange your appointment, providing a telephone number for existing repairs queries.

# Maintaining your home

## Our service pledges

NPH manages programmes of planned works to maintain your home. When your home is part of a programme of works, we will:

- Consult with you about any major works that may affect your home.
- Give you choices of components and finishes where appropriate. 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 keep appointments, are polite, helpful and treat your home with respect.
- Make sure that NPH staff and 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.
- Ask your opinion about the quality of our service and how we can improve it.





Adaptations can be minor such as a handrail, or major such as a walk-in shower or a stair lift.



## Aids and Adaptations

Aids and adaptations is a term we use to describe changes to your home to enable you to live there if you have a disability or require mobility assistance.

### Our service pledges

We will:

- Acknowledge your referral within 10 working days by sending a self-assessment form to help us determine the correct assessment approach.
- Once the self-assessment form is returned and reviewed, we aim to provide you with a letter offering an assessment appointment within 10 working days of receipt.
- We will visit to assess your needs within 6 to 8 weeks of receiving the self-assessment form. If a survey of your home is needed to determine whether the adaptation works are possible, we aim to visit within 4 weeks.
- Complete recommendations from a community occupational therapist (or discharge team for minor adaptations) within 10 working days.
- We will inspect the work to make sure it is completed correctly.

# Managing your rent payments

## Our service pledges

### 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 four times per year, or on request. The statement will show the payments you have made to your rent account.
- Make contact by letter within a week of your rent account falling into arrears.
- Agree a way for arrears to be cleared based on your individual, personal and financial circumstances.
- Attempt to visit you at home to discuss your arrears before taking legal action.
- We will make sure you are offered a face to face appointment with a rent income officer before a county court possession hearing.
- Offer money advice, including a referral to specialist agencies who can help.



NPH aims to provide excellent neighbourhood management to the customers who live in our homes.

## Your neighbourhood

### Our service pledges

Every estate will be checked quarterly to highlight any environmental issues that affect the area.

#### We will:

- Inspect every block of flats quarterly for cleanliness, fire safety and repair issues.
- Monitor the cleaning standards of communal areas both internally and externally to make sure that the blocks are kept clean and tidy by our contractor.
- Investigate suspected abandoned properties within 2 working days of a report being received.
- Monitor the grounds maintenance standards of communal areas so that the blocks are regularly attended (grass, shrubs, hedges and trees).
- Provide a fly tipping removal service on the land we manage and take appropriate enforcement action against those who illegally dispose of waste.
- Provide a service where our external contractor responds to unforeseen cleaning requirements within 24 working hours.
- Take a zero tolerance approach to storage of items in communal areas in blocks to maintain fire safety.
- Remove items promptly that are left in communal areas.





# Leasehold Services

## Our service pledges

We will:

- Provide an informative welcome pack to all new leaseholders including a handbook, details of service charges and payment options.
- An itemised quarterly service charge bill in a clear and appropriate format.
- An actual service charge expenditure statement in a clear appropriate format, together with a breakdown of responsive repairs where necessary.
- Full consultation in compliance with the legal section 20 process regarding major works and refurbishments.
- A detailed breakdown of any major works or refurbishment costs and an outline of payment options.



# Feedback and complaints

NPH welcomes and encourages all customers to give us their views and opinions and to praise us when our team members do things well or go the extra mile.

You can provide comments, compliments and complaints by calling 0300 330 7003 or online at [www.nph.org.uk/customer-feedback](http://www.nph.org.uk/customer-feedback).

## 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 helps us to improve our services.

## Our service pledges

- Complaints will be acknowledged within 2 working days.
- Where it is not possible to resolve an informal complaint or request for service at the first point of contact, we will operate an escalated 3 stage formal process.

This consists of:

**Stage 1** – Quick resolution responded to within 10 working days.

**Stage 2** – Formal investigation if a complaint cannot be resolved at stage 1. A full response will be given within 10 working days of the complaint being escalated.

**Stage 3** – Formal review by our complaints panel. The review panel will hear the complaint within 20 working days of the request to escalate it, and respond within 10 days of the panel hearing.

The panel is made up of three representatives, 1 each from:

- the tenant complaints panel;
- the NPH executive team; and
- the NPH board.

## **Contact Details**

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

## **Contact Us**

Monday – Friday 09:00 until 17:00  
Telephone: **0300 330 7003**  
Out of hours for emergencies only: 01604 837999

[www.nph.org.uk](http://www.nph.org.uk)  
Twitter: @nph\_news

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