



CUSTOMER SERVICE STANDARDS

At Midlands Rural Housing, we want to ensure that we offer the best possible customer service we can. We have developed these Standards of Service, so that you know what you can expect from us. Please read these Standards and keep safe. If you have any ideas on how we can improve, please tell us.



At all times, we will:

- Be polite and helpful;
- Respond as quickly as we can to your enquiries and try and resolve it the first time;
 - Make it clear what we can and can't do and when it can be done;
- Communicate clearly;
- Treat everyone fairly and respectfully and try to tailor services to be accessible to needs;
- Tell you who is dealing with your enquiries;
- Promote MyHomeOnline to communication with us at a time and place to suit you;
- Follow data protection law and only disclose to other agencies in line with Data Protection legislation;
- Use plain language and avoid the use of jargon.

When you use MyHomeOnline, we will:

- Process your repairs within 1 working day, and send you a receipt of your order within 2 working days;
- Signpost you to our online payment portal;
- Process your updated profiling information with 3 working days;
- Answer your general enquiries within 3 working days.

When you send us a letter, email us or contact us via our website, we will:

- Reply to your message within 3 working days;
- If necessary, forward you message to the person who can answer your query and let you know the persons name who is dealing with your query;
- If we can not answer your query fully within 3 working days, we will let you know the date we will respond to you by;
- Ensure that our website is up to date with important messages to residents.

When you telephone us, we will:-

- Try and answer your call within 20 seconds ;
- Introduce the company and name of the person you are speaking to;
- Aim to resolve your enquiry at the first point of contact;
- If we are unable to resolve your enquiry at first point of contact, we will ask the person who can answer the query to call you within 24 hours, it may take longer to deal with the matter or the person may not be available, if this is the case we will give you an estimated time/date for the call to be returned;
- If our Customer Care Coordinators are all answering calls we will give you the option for a call-back at a time convenient to you (Between 9am and 5pm Monday – Friday);
- Keep our voice mail messages up to date and give you the option to leave a message on the voice mail of the person you wish to speak to.

When you like us on Facebook, we will:

- Post and share relevant messages on a regular basis;
- Monitor the activity and comments in accordance with our social media policy;
- Reply to any comments posted within 1 working day;
- Remove any comments which are defamatory, which include obscene language and which violate the rights of others;
- Remove any reference made to staff or other residents;
- Remove any other content which we deem inappropriate.

When you want an appointment, we will:

- Arrange an appointment in your home or an agreeable alternative venue;
- Make an appointment convenient to all concerned;
- Inform you as soon as impossible if we have to cancel or rearrange the appointment.

When we visit you, we will:

- **Let you know if we are delayed;**
- **Show identification;**
- **Respect your home and reasonable customs;**
- **Leave a calling card if we miss you.**

Repairs and maintenance to your home are important to us, we will:

- **Provide and maintain your home to a high standard;**
- **Operate an all year round, 24 hour service to deal with emergency repairs;**
- **Provide various ways to report a non-emergency repair, via our websites, MyHomeOnline and email;**
- **Let you know if the repair is your responsibility;**
- **Carry out all repairs within the target time we have published (24 hours for emergency; 7 days for urgent; and 28 days for routine repairs)**
- **Confirm your repair order has been raised within 3 days;**
- **Cancel a repair if you did not keep to the appointment time and will charge you for the call out costs;**
- **Consult with you and provide timescales if we are carrying out any planned improvements to your home;**
- **Carry out annual safety checks and servicing of gas, renewables and solid fuel appliances;**
- **Ensure our contractors respect your home and keep mess to a minimum;**
- **Call or text you within 10 days of completion of the repair to see if you are satisfied;**
- **Ensure that grounds maintenance work is carried out in accordance with the schedule;**
- **Carry out inspections on a sample of repairs to check our contractor is meeting the standard we expect.**

We want you to enjoy your neighbourhoods and communities, we will:

- **Ensure the schemes are clean and safe;**
- **Inspect the scheme every year to check the upkeep of the scheme and ensure we are providing an effective service;**
- **Listen to your reports of anti social behaviour and take them seriously;**
- **Deal with anti social behaviour in accordance with our policy, however, we will not deal with tit for tat arguments.**

When Letting homes, we will:

- **Let our homes as quickly as possible and allocate them fairly in accordance with our lettings policy;**
- **Offer Homeswapper as a scheme for mutual exchanges;**
- **Give you information about how to apply for accommodation via choice based lettings with the local authority.**

With regards to your rents, we will:

- **Offer a number of different payment options, direct debit would be our preferred option;**
- **Give you the option to view your rent account 24/7 on MyHomeOnline;**
- **Provide you with a statement when asked within 2 working days;**
- **Take firm action when accounts are in arrears and notify you when your account goes into arrears;**
- **Take action if residents do not pay in advance;**
- **Take legal action if arrears increase or persist, which could lead to an eviction;**
- **Provide you with details of money saving advice and benefit changes to help you budget.**

We want to keep you informed and involve you to enable you to have your say, we will:

- **Regularly communicate via various channels, on our Website, our Facebook page, our Twitter feed, email communication and links;**
- **Listen to you and, if we can, take your views into consideration.**
- **Promote involvement through our Resident Involvement Board;**
- **Seek input and feedback on policy, procedures and publications from our Resident Involvement Board;**
- **Provide a newsletter quarterly and also post the articles on our Facebook page.**

To strike a balance between performance, price and residents satisfaction, we will:

- **Deliver services that offer value for money;**
- **Monitor and review these services on a regular basis;**
- **Deliver services in the most efficient and effective way.**

What you can do to help us:

- **Keep to the terms and conditions of your Tenancy Agreement;**
- **Respect your home, neighbours and neighbourhood;**
- **Use My Home Online to monitor your rent account; report non urgent repairs and keep your contact details up to date;**
- **Like us on Facebook so we can keep you informed on issues that might affect you or be on assistance;**
- **Pay the correct rent on time;**
- **Pay your rent by direct debit, we can set this up for you weekly, fortnightly, monthly on a day suitable to you;**
- **Report any repairs that we are responsible for as soon as you can;**
- **Take reasonable care of your home and undertake any repairs you are responsible for;**
- **Adhere to any confirmed appointments;**
- **Be polite when speaking to us, we reserve the right to terminate a conversation/meeting if we feel that you are being rude and disrespectful. We will inform you of this before we do so;**
- **Discuss minor issues with the person concerned to try and resolve before involving us;**
- **Ensure access for repairs and safety checks to be carried out;**
- **Talk to us if you are experiencing problems with your rent;**
- **Let us know if your circumstances change;**
- **Let us know if you are claiming Universal credit;**
- **Let us know if you are satisfied with our services via our surveys;**
- **Give us 4 weeks notice and a forwarding address if you want to give up your tenancy.**