



Property and Housing Services  
**Customer Service Standards**  
**(2024)**

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# 1. Repairs Service Standards

The Council will provide:

- An online reporting service and free phone telephone service for you to report repairs.
- Provide you with a repairs guide, detailing repair priorities and targets.
- Offer you an appointment at the first point of contact for non-emergency repairs.
- Provide an emergency repairs service 24-hours a day, 365 days a year.
- Attend and make safe all emergency repairs within four hours of being reported.
- Complete all priority one repairs within four hours.
- Complete all priority two repairs within three working days.
- Complete all priority three repairs within 28 working days.
- Complete at least 90% of repairs on the first visit or, where this is not possible, make an appointment while we are on-site for any follow-up work.
- Leave your home in a clean and tidy condition where repairs have been carried out.
- Service your main heating appliance and smoke alarm system each year.
- Provide a handyperson service to complete minor repairs for vulnerable Tenants.
- We will charge for repairs that are your responsibility (as per our Tenancy Agreement):

## How long will my repair take?

a) **One day repairs**, such as;

- Total loss of water supply
- Total loss of electricity
- A power socket, lighting socket or electrical fitting that is not safe
- Total or partial loss of gas supply
- A blocked flue to an open fire or boiler

- Total or partial loss of heating or water between 31 October and 1 May.
- A blocked or leaking drain pipe for a toilet or water pipe such as a foul drain or soil stack and a toilet pan if there is no other working toilet in the home
- A toilet that won't flush (if there is no other working toilet in the home)
- A leaking water-heating pipe, tank or cistern
- An outside window, door or lock that is not secure

b) **Repairs that can take up to three-days**, such as;

- Partial loss of electricity
- Partial loss of water supply
- Total or partial loss of heating or water heating between 30 April and 1 November
- A blocked sink, bath, basin or shower
- A tap that won't turn
- A loose or detached banister or handrail
- Rotten wood flooring or steps on the stairs
- A broken door-entry phone

c) **Repairs that can take up to 28-days**, such as;

- All other repairs that are responsibility of the Council
- Repairs to frames and doors
- Repairs to worktops and sink tops
- Repairs to window frames
- Broken mechanical extractor fan in the kitchen or bathroom  
leaking roof

### **What happens if an urgent repair is not completed on time?**

If our contractors fail to complete the work on time, you have the right to ask us to employ another contractor to do the work under the Governments 'Statutory Rechargeable repairs;

### **Re-charges (for repairs that would be your responsibility)**

If you ask us to carry out a repair that you are responsible for or you have caused, for example if you lose your front door key and we have to force entry, we will need to recharge you for the work.

Before we start work we will require a signature from you, to agree that you will pay the cost of the work.

The cost will also include an administration charge. If you have caused damage to your home, then it is your responsibility to carry out the repairs.

You can report a repair online at [www.havering.gov.uk/askhousing](http://www.havering.gov.uk/askhousing), or by phone on 0800 151 3444 (this number is free from landlines, but mobile operators may charge) or on 01708 434000/text phone 01708 433399.

## **2. Estate Services Standards**

To deliver our Estate Service standards, our caretakers will:

- Clean communal areas in and around flats and maisonettes.
- Check and deal with any issues that affect the environment of estates, such as rubbish and recycling.
- Look out for elderly and vulnerable residents.
- Remove rubbish and health hazards such as syringes as quickly as we can
- Arrange the removal of graffiti: if graffiti is racist or sexist it'll be removed within 24 hours of being reported.
- Report unauthorised, badly parked, abandoned or untaxed vehicles.
- Report communal repairs.
- Work with the Resident Services team and the Anti-Social Behaviour team to reduce and tackle anti-social behaviour.
- Sweep and litter pick.
- Remove fly tipping.
- Respond to emergencies.
- Assist Sheltered Housing schemes with bulk item clearances.
- Target estate clearances in partnership with other services.
- Clean low rise sites, internally and externally, fortnightly
- Clean tower blocks internally and externally, including lifts and lobbies, daily.
- Clean landings on rotational basis.

Our Estate Officers will:

- Carry out site inspections every six weeks to check the cleanliness and site management of each site.
- Resolve any outstanding issues deemed unsatisfactory.

### **3. Resident Services Standards**

To deliver our Resident Service standards, Housing Officers will:

- Complete 'Settling In' visits within three weeks (two weeks for Leaving Care).
- Complete a support plan during the 'Settling In' visit, or as and when requested.

### **4. Anti-Social Behaviour (ASB) Standards**

To deliver our Anti-Social Behaviour standards, our ASB officers will:

- Contact victims within one working day of them reporting ASB involving violence, racial harassment, hate crime and domestic violence to us. These are known as Priority One incidents.
- Contact victims of other ASB within five working days of receiving their report.
- Work with the victim to agree an Action Plan during this visit, and write to them with a copy of the Plan within five working days of the visit.
- Keep victims informed of the progress of their complaint at least every 10 working days but in some cases weekly.
- Make safe any damage caused to a tenant's home by ASB, within 24 hours (provided the necessary repair falls within our normal repair responsibility).
- Contact victims (once an ASB case has been closed) to carry out a satisfaction questionnaire to find out what they thought of the service we provided. This will be carried out within a month after a case has been closed.
- If the victim is dissatisfied with the outcome of their case, re-open their case and, if necessary, review it.

### **5. Complaints**

As part of our drive for providing better services, we want you to let us know when something goes wrong.

We define a complaint as any expression of dissatisfaction about our provision of, or a failure to provide, a service we have responsibility for and when we have not put right any service failure in a reasonable timescale.

We will deal with your complaint using a two-stage complaints procedure.

Social Care Complaints follow a three-stage process in line with the Local Government Social Care Ombudsman code.

### **5.1 - Before you make a complaint**

If your complaint is about any of these services, please follow the links to make your report.

My complaint is about:

- [an appeal against a housing decision](#)
- [adult or children's social care](#)

### **5.2 - Are you reporting our staff for fraud or theft?**

Please [contact our fraud team](#) if you are reporting a member of staff for possible fraud, theft or any other wrongdoing whilst carrying out their duties on behalf of the Council.

### **5.3 - The Complaints procedure**

The Council encourages any customer who has a problem with a service they receive, due to a failure in the service, to report it.

The Council will seek to resolve complaints at the earliest opportunity. Where possible, every attempt will be made to deal with the issues quickly.

Full details can be found in our Corporate Complaints and Compliments Policy and Procedure document.

Some complaints received by the Council have to be dealt with under a statutory process and will not follow the Corporate Complaints Procedure set out below.

- **Stage one**

All complaints will come into the Triage team who will identify which route the complaint will follow.

We aim to contact you within three working days and a full written reply sent within ten working days.

If it involves a lot of issues and people, we may take an additional ten working days to reply.

We will let you know what we are going to do.

- **Stage two**

If you are dissatisfied with the outcome of the Stage 1 investigation, you can request that your complaint is escalated to Stage 2.

A request to go to Stage 2 should be made by responding to the Stage 1 response we give you, writing to us at Havering Town Hall, Main Road, Romford RM1 3BB or by calling our contact centre on 01708 434343.

For those complaints that progress to Stage 2, we will conduct a further thorough and proportionate investigation and provide a full, clear and honest response within 20 working days.

We will try to give you an answer within 20 working days and will let you know if we think it might take longer than this.

If you remain dissatisfied following the review of your complaint, you will be informed of your right to refer the complaint to the Local Government and Social Care Ombudsman, who deal with complaints about a number of council services, including planning, social care, housing benefit, environment and waste, transport and highways, council tax and some education matters.

## **6. Customer Service Standards**

When you contact us, we will aim to:

- Treat you in a friendly, fair and professional manner.
- Provide well-trained and knowledgeable staff.
- Provide accurate and clear information in response to your enquiries.
- Deliver what we promise, dealing with any problems that may arise and keep you informed of any delay.
- Use plain language and not use jargon.
- Respect your rights to confidentiality, privacy and safety and provide a private area for confidential enquiries.
- Provide you with easy access to our services.
- Actively listen to our customers and use feedback to improve the services and products we provide now and in the future.



## **7. How to contact us**

### **7.1 - Contact us online**

You can access most of our services and products online 24 hours a day, seven days a week.

If you chose to use our 'self serve' option, we will aim to:

- Make sure all information on our website is up to date.
- Ensure our website and online processes are clear, quick and easy to use.
- Provide you with information on how long it will take to resolve your query.
- Use your feedback to improve our website.

### **7.2 - Contact us by email or letter**

If you write to us, we will aim to:

- Provide an acknowledgement within two working days for emails.
- Give you details of who is dealing with your enquiry.
- Respond to your enquiry within 10 working days.
- Tell you when we cannot respond fully within 10 working days and tell you when we will be able to respond.

### **7.3 - Contact us by telephone**

If you need to contact us by telephone, we will aim to:

- Resolve your enquiry or service request the first time you contact us. When this is not possible, we will inform you of the service that will help you and how long it will take to resolve your query.
- Advise you how and when you can access services online.
- Provide you with the name and department you are speaking to
- Answer your call within 60 seconds.
- Record some calls for training and monitoring purpose.

### **7.4 - Contact us in person**

If you need to visit us, we will aim to:

- Direct you quickly and efficiently to the right person.
- Ensure that our reception areas are accessible and welcoming at all times.
- Make an appointment for you (where necessary).
- Assist you if you have communication or access needs.
- Keep to pre-arranged appointments and show you our identification.

## **8. Delegated authority to make minor changes to this document**

The Assistant Director of Housing Operations, Housing and Property, in consultation with the Director of Property and Housing, will be able to approve minor amendments; i.e. amendments that do not significantly change these standards.