



# Service Standards



A guide to our standards and what you can expect from us

Sandbourne Housing Association  
Registered Office: Craigleith First Floor Office, 9 Derby Road, Bournemouth, BH1 3PX  
Tel: 01202 671222  
Email: [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk)  
[www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)



# What are our Service Standards?

In this leaflet we will explain what you should expect from Sandbourne Housing Association when it comes to our Service Standards.

These have been developed in consultation with residents and cover customer service, repairs, complaints, managing anti-social behaviour, estate services and our lettable standard.

Please note that you should read this leaflet in conjunction with your tenancy agreement.

Reference to 'you' or 'tenant' relates to all of our tenants, leaseholders and shared owners and our other customers.

## Our aim and commitment

We aim to be the best at everything we do. We have a continuous programme of training to make sure our staff achieve a high standard of service.

We are committed to listening to your views about the services we provide and we continually work to improve our services and systems of management.

## Our values

We want to provide you with high quality services and we set out in this leaflet some of the standards we expect our staff to keep to when dealing with you.

We are also committed to making sure we deliver services to you in the most cost effective way. This is known as 'value for money'. To achieve this, we have a continuous programme of service reviews. In these reviews we:

- look critically at how we do things;
- compare performance with others;
- consult with our tenants and prospective tenants; and
- develop plans for improving the service within the resources we have available.

## **Our standards**

### **Customer service**

We will aim to:

- Answer 95% of telephone calls to the office within six rings.
- Acknowledge email or website contacts within 24 hours or the next working day, and normally reply within a further 10 working days.
- Acknowledge at least 95% of letters within two working days of being received and give you a full response within 10 working days.
- Provide you with a high quality service that is prompt and courteous at all times.
- Contact you within 24 hours or the next working day if you leave us a message.

- Give you reasonable notice if we need to change or cancel an appointment.
- Make an appointment time that suits you.
- Where a home visit is necessary we will arrange this with you within five working days.

## Repairs

We will aim to:

- Make sure that you can report repairs to us by telephone, letter, email or via our website.
- Complete emergency repairs within 24 hours of receiving the report.
- Ensure that our contractors keep appointments and notify you of any delays, or changes to repairs that are needed.
- Ensure that for non-emergency repairs our contractors contact you within three working days of an order being raised and make a mutually convenient appointment usually within the following five working days.
- Make sure that our contractors carry identification, complete works within the agreed timescales and tidy up after completing repairs.
- Let you know when any planned maintenance works to your home are expected to start and finish.

# Complaints

We will aim to:

- Contact you within three working days to confirm that we have received your complaint.
- Following investigation, we will write to you with the outcome within 10 working days and explain what we intend to do to resolve the problem.
- If you are dissatisfied with our response to your complaint at Stage 1 of our internal process, you can escalate this to Stage 2. We will contact you within three working days to acknowledge that we have received your request and a senior manager will provide you with a full response within 10 working days.

# Anti-social behaviour

We will aim to:

- When you contact us we will ask what has happened and try to get a full picture of events. We will need to know the dates and times of incidents, what happened, who was involved and how it made you feel.
- Investigate all reports fully and gather all available evidence before taking action.
- Depending on the nature and seriousness of the events we will take action as follows:
  - Level 1 (most serious) complaints will receive an initial response within 24 hours.

- Level 2 complaints will receive an initial response within five working days.
- Level 3 complaints will be responded to within 10 working days.
- Develop an action plan with you and resolve the issues where we can.
- Work with residents and other agencies to use the most effective approach to resolve the issue (this may include action by another agency rather than Sandbourne).
- Not disclose your identity to the person you are making the report about without your permission.

## **Estate services**

We will aim to:

- Inspect areas where estate services are provided at least once a month.
- Arrange a full estate inspection every three months, which residents will be invited to attend.
- Consult you on any proposed changes to the estate services standards, specifications and frequencies for grounds maintenance and cleaning of common areas.
- Involve residents in any proposals to change the services that are provided.
- Ensure that communal cleaning will be undertaken weekly, fortnightly, or at another frequency agreed with residents.

- Remove fly tipped or bulky rubbish within five days of it being reported. Hazardous waste or rubbish that is causing an obstruction will be removed sooner.
- Where we can, we will investigate fly tipping and, if evidence is available, take action against those that do not respect the neighbourhood.
- Carry out a minimum of 13 grass cuts to communal areas between the beginning of March and the middle of November each year.
- Ensure that grounds maintenance visits are sufficient so that gardens and planted areas are maintained to a good standard at all times.
- Trim communal hedges twice a year to keep areas neat and pathways clear of overhanging vegetation.
- Complete repairs to communal areas within 14 days of these being identified or reported to us.
- Replace light bulbs in communal areas within five working days of being reported.

## **Lettable Standard**

We will ensure that our homes meet our 'Lettable Standard' when new residents move in. More information about this is available in our Lettable Standard leaflet, a copy of which can be obtained upon request from the registered office or from our website ([www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)).

## How are we doing?

As a small, busy organisation we focus as much as we can on getting the job done right in the first place so some parts of the performance monitoring that we do to check how we are doing against these service standards uses sample testing.

However, we will always do our best respond if you feel that we are not meeting the standards, and let residents know how we are performing against them at least once a year.

## Listening to your comments

We put a very high value on tenant engagement, feedback, involvement and participation. This enables you to have a say in how we do things. You can do this through talking to us or writing to us.

From time to time we carry out surveys, explaining what we are doing or planning to do and why in order to find out how well you think we are doing in different areas of our service. These surveys may be done face-to-face, over the phone, questionnaires through the post, or through our newsletters. Public meetings are also held, from time to time.

In addition to the above, we are keen to hear from you with suggestions or ideas about how we can improve our services. It is also useful for us to hear about what we are doing right.

Feedback and suggestions forms are normally included as part of our regular newsletters and there is also a

feedback form on our website:

[www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk).

## **If we get it wrong**

We know that there may be times when things go wrong and we do not provide the level of service you would expect and we want to hear from you to give us the opportunity to put things right.

We also have a clear and open process for handling complaints and we recommend you follow our Complaints Policy if you think we have failed to deal with yours. Please see our Policy on Complaints and Compliments, a copy of which can be obtained upon request from the registered office or from our website ([www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)).

# Need more information?

You can:

Write to us at our registered office:

Craikleith First Floor Office, 9 Derby Road, Bournemouth,  
BH1 3PX

Email us on: [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk)

Website: [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.

In addition, we do have a range of other leaflets on specific topics, available on our website or upon request from our office.

First published June 2017  
Last updated June 2022