

# Impact Housing Association Service Standards

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## Service Standards

This section gives you information about our Service Standards. Impact aims to deliver high quality services that continue to improve and meet customer needs and aspirations. So that customers can decide whether or not they are getting a high quality service, we have set out a list of what can be expected from each of our main services.

Targets have been set for each Standard and we will report our performance against these targets. These reports will also give figures from best performing organisations in the country (where these are available), so that you can see how our performance compares.

We will report publicly on our performance in February each year. Because we have just introduced these standards the next full report is not due until February 2010. We will, however, present an interim report showing performance against some of the targets in July 2009.

If you have any comments about these Service Standards, or feel we are not meeting them, please do not hesitate to contact us.

### Glossary

Customer Panel	:	Group of residents from all areas who meet to discuss how we are doing and proposed changes and improvements to our housing services.
Residents Committee	:	A sub committee to Impacts Board, made up of Residents and Representatives of other Organisations interested in Impacts activities. The Committee monitors the performance of Impacts housing services and considers changes and improvements to our housing services.
Newsletter	:	A newsletter circulated to all residents, twice a year (Summer and Christmas).

## Access to Services

Service Standard	Target (where appropriate)	Where Reported	When Reported
If you need information in a different format, we will provide this within 10 working days.	95%	Access to Services Group Website Newsletter	Annually
We will always communicate with you in the way that you prefer.	95%	Access to Services Group Website Newsletter	Annually
If English is not your first language we will provide translation and interpretation services that will help.	100%.	Access to Services Group Website Newsletter	Annually
We will provide induction loops, Typetalk and sign language interpretation if you are deaf or hard of hearing.	100%	Access to Services Group Website Newsletter	Annually
All our buildings that are open to the public will be accessible to every customer as required by law	100%	Access to Services Group Website Newsletter	Annually

# Adaptations

Service Standard	Target (where appropriate)	Where Reported	When Reported
We will respond, in writing, within 7 working days to a request for a minor adaptation. (e.g. grabrails)	95%	Residents Committee Customer Panel Website Newsletter	Annually
We will respond, in writing, within 20 working days to a request for a major adaptation. (e.g. stairlifts)	95%	Residents Committee Customer Panel Website Newsletter	Annually
Tenants are satisfied with our service, and the quality of work.	95%	Residents Committee Customer Panel Website Newsletter	Annually
We will tell you, in writing, the name of the contractor who will be doing the work and how long it is likely to take	100%	Residents Committee Customer Panel Website Newsletter	Annually

## Anti-Social Behaviour

Service Standard	Target	Where Reported	When Reported
<p>We will provide clear information to residents on:-</p> <ul style="list-style-type: none"> <li>• What kind of behaviour is treated as anti-social.</li> <li>• What we expect from our residents</li> <li>• How we deal with anti-social behaviour</li> </ul>	<p>Clear information always available</p> <p>Regular items in the Newsletter</p>	<p>Customer Panel Residents Committee Website Newsletter</p>	<p>Annually</p>
<p>We will make it easy for you to report anti-social behaviour.</p>	<p>100%</p>	<p>Customer Panel Residents Committee Website Newsletter</p>	<p>Annually</p>
<p>We will provide an out of hours emergency telephone number to report anti social behaviour incidents</p>	<p>100%</p>	<p>Customer Panel Residents Committee Website Newsletter</p>	<p>Annually</p>
<p>We will respond to you, in writing, within one working day and give you contact details of the housing officer who will be dealing with your case.</p>	<p>95%</p>	<p>Customer Panel Residents Committee Website Newsletter</p>	<p>Annually</p>
<p>We will interview you within 24 hours if your complaint involves violence or hate crime. Any emergency actions that are necessary will be taken.</p>	<p>100%</p>	<p>Customer Panel Residents Committee Website Newsletter</p>	<p>Annually</p>
<p>For less serious anti-social behaviour complaints you will be offered an interview within 3 working days.</p>	<p>95%</p>	<p>Customer Panel Residents Committee Website Newsletter</p>	<p>Annually</p>
<p>We will let you know how your complaint will be dealt with and agree an Action Plan with you</p>	<p>95%</p>	<p>Customer Panel Residents Committee Website Newsletter</p>	<p>Annually</p>

We will contact you regularly and keep you up to date with the progress of your complaint.			
We will support you through the process, including the involvement of victim support, if requested.	95%	Customer Panel Residents Committee Website Newsletter	Annually
We will take action within the following timescales:- <ul style="list-style-type: none"> <li>• Within 5-10 days when serious anti-social behaviour is reported</li> <li>• Within 12-17 days for less serious complaints</li> <li>•</li> </ul>	95%	Customer Panel Residents Committee Website Newsletter	Annually
Where other agencies (eg Environmental Health) are involved, we will agree realistic timescales with you for dealing with the complaint	95%	Customer Panel Residents Committee Website Newsletter	Annually
You will be satisfied with the service provided.	95%	Customer Panel Residents Committee Website Newsletter	Annually

## Complaints

Service Standard	Target (where appropriate)	Where Reported	When Reported
We will make it easy for you to make a complaint. It does not need to be in writing.	100%	Customer Panel Residents Committee Website Newsletter	Annually
We will respond to your complaint within one working day	95%	Customer Panel Residents Committee Website Newsletter	Annually
If your complaint is straightforward, we will deal with it within 3 working days.	95%	Customer Panel Residents Committee Website Newsletter	Annually
For more difficult complaints, you will be offered an interview within 5 working days. Any agreed actions will be completed within 20 working days.	95%	Customer Panel Residents Committee Website Newsletter	Annually
If we cannot deal with your complaint within 20 working days, we will work out an action plan with you. You will be kept up to date with the progress of your complaint.	95%	Customer Panel Residents Committee Website Newsletter	Annually
You are satisfied with how we have handled your complaint.	95%	Customer Panel Residents Committee Website Newsletter	Annually

## Customer Service

Service Standard	Target (where appropriate)	Where reported	When reported
Be polite and helpful	100%	Residents Committee C I Committee	Annually
Carry identity cards at all times, which show our names and photographs	100%	Residents Committee C I committee	Annually
Expect our contractors to do the same	100%	Residents Committee	Annually
Listen to you and be sensitive to your needs	100%	Residents Committee C I committee	Annually
Make our services easy to understand and to use	100%	Residents Committee C I Committee	Annually
Treat you fairly	100%	Residents Committee C I committee	Annually
Respond clearly and comprehensively within our published response times	95%	Residents Committee C I committee	Annually
Provide a quality service in line with our published standards and make improvements by taking account of your feedback		Residents Committee C I Committee Report on Web Site	Annually
Make you aware of our standards and let you know about our performance via shout board in our main offices and on our website		Shoutboards Website Residents Committee CIT Committee	Quarterly
Aim to answer your call within 7 seconds during normal office hours and give you our name and where we work	95%	Residents Committee C I committee	Annually

Provide a voicemail message outside office hours which will give you a direct number for emergency repairs or anti-social behaviour	100%	Residents Committee C I Committee	Annually
Provide an emergency number for residents who live in our supported housing when no staff are available on site	100%	Residents Committee C I Committee	Annually
Respond within 5 working days and give you a named contact and direct line number/e-mail address of the person dealing with your contact.	95%	Residents Committee C I Committee	Annually
Use plain language in our reply	95%	Residents Committee C I committee	Annually
When we visit you in your home, offer an appointment so that you know when to expect us, and explain the reason for our visit. Let you know in good time if we cannot keep the appointment.	95%	Residents Committee	Annually
Make sure that the premises are accessible to everyone	95%	Residents Committee C I Committee	Annually
Give at least 10 working days notice if the facility will be closed for holidays	100%	Residents Committee C I Committee	Annually
Make sure all information on display is up to date	100%	Residents Committee C I Committee	Annually

## Cyclical Decoration

Service Standard	Target (where appropriate)	Where Reported	When Reported
We will write to you at the beginning of the year if the outside of your property is likely to be re-painted. We will tell you when this will take place, and who will do it.	100%	Residents Committee Customer Panel Website Newsletter	Annually
You will be satisfied with the service we provided	95%	Residents Committee Customer Panel Website Newsletter	Annually
We will provide a service that delivers good value for money	Average job costs and costs of managing the work compare favourably with best performing organisations	Residents Committee Customer Panel Website Newsletter	Annually

## Day to Day Repairs

Service Standard	Target (where appropriate)	Where Reported	When Reported
You will be satisfied that all work completed is of a high standard	95%	Residents Committee Customer Panel Website Newsletter	Quarterly  Annually
We will complete as many repairs as possible on the first visit	90%	Residents Committee Customer Panel Website Newsletter	Quarterly  Annually
We will offer you a morning or afternoon appointment for most repairs and make sure it is kept	70% of jobs appointed. 90% of appointments kept.	Residents Committee Customer Panel Website Newsletter	Quarterly  Annually
We will complete all repairs in the following timescales:- Emergency- 6 hours Priority - 24 hours Urgent - 7 days Routine - 21 days	100% - Emergency 96% - all other repairs	Residents Committee Customer Panel Website Newsletter	Quarterly  Annually
All staff, including contractors, will be polite, helpful and efficient when dealing with, and carrying out, repairs	100%	Residents Committee Customer Panel Website Newsletter	Quarterly  Annually
We will provide a service that provides value for money	Average job costs and costs managing the repairs service compare favourably with best performing organisations.	Residents Committee Customer Panel Website Newsletter	Annually
We will make it easy to report repairs	100%	Residents Committee Customer Panel Website Newsletter	Annually

## Emergency Repairs

Service Standard	Target (where appropriate)	Where Reported	When Reported
We will provide an out of hours service for emergency repairs, and let you know the telephone number to use.	100%	Customer Panel Residents Committee Website Newsletter	Annually
We will respond to a genuine emergency within 6 hours	100%	Customer Panel Residents Committee Website Newsletter	Quarterly to Residents Committee. Annually to others
We will answer any voice mail message you leave within 15 minutes	100%	Customer Panel Residents Committee Website Newsletter	Annually
We will tell you when the contractor will be calling, and contact you again, within 6 hours, to make sure he turned up.	100%	Customer Panel Residents Committee Website Newsletter	Annually

## Empty Properties

Service Standard	Target (where appropriate)	Where Reported	When Reported
We will consult residents on any changes we are thinking of making to the Lettable Standard	100%	Customer Panel Residents Committee Website Newsletter	Annually
We will make sure that all properties, where possible, meet our lettable standard, when let	95%	Customer Panel Residents Committee Website Newsletter	Annually
You will be given a copy of our lettable standard when you move in	100%	Customer Panel Residents Committee Website Newsletter	Annually
We will let our properties in the following timescales:- Minor repairs required - 3 weeks Major repairs required – 12 weeks	80%	Residents Committee Customer Panel Website Newsletter	Quarterly Annually
You will be given a decorating allowance if your new property needs decorating	100%	Customer Panel Residents Committee Website Newsletter	Annually
You will be given a copy of the Energy Performance, Gas Safety and Electrical Safety Certificates for your new home.	100%	Customer Panel Residents Committee Website Newsletter	Annually
We will make sure that your property is clean and tidy when you move in	95%	Customer Panel Residents Committee Website Newsletter	Annually

# Estate Management

Service Standard	Target (where appropriate)	Where Reported	When Reported
<p>We will make sure residents are able to influence decisions about how their estate is managed. We will do this by:-</p> <ul style="list-style-type: none"> <li>• Regular meetings of the Neighbourhood Management Board and implementation of the Community Agreement</li> <li>• Regular meetings with the local Residents' Group</li> <li>• Involving residents in certain groups e.g. lettings panel, environment group, anti-social behaviour group</li> <li>• Providing support for community development, if required.</li> <li>• Providing funding to residents groups, if required.</li> </ul>	Residents feel they have a full and influential role	SRA Management Committee Neighbourhood Board Community Newsletter Website	Annually
<p>Our local lettings policy will involve residents, and make sure that we take the needs of the local community into account when letting properties. e.g. minimising any risk that new tenants may cause serious anti-social behaviour problems.</p>	Minimal serious anti-social behaviour problems caused by new tenants	SRA Management Committee Neighbourhood Board Community Newsletter Website	Annually
<p>We will maintain the estate to a high standard, keeping it clean, tidy and attractive. This will include:-</p>	95%	SRA Management Committee Neighbourhood Board Community	Quarterly to SRA and Neighbourhood Board

<ul style="list-style-type: none"> <li>• Open space grass cutting every 2 weeks (mid-March to mid-October) and as necessary outside the growing season</li> <li>• Planting beds kept tidy and clear of weeds and litter</li> <li>• Litter picked every week</li> <li>• Removal of abandoned vehicles within 5 working days of reporting</li> <li>• Removal of graffiti within one working day of reporting</li> <li>• Removal of fly tipping/excessive litter/dog foul within 2 working days</li> <li>• Repairs to play equipment ordered within 3 working days</li> </ul>		<p>Newsletter Website</p>	<p>Annually to others</p>
<p>We will carry out joint estate inspections with tenants every 3 months. Any actions will be carried out within the timescales agreed.</p>	<p>100%</p>	<p>SRA Management Committee Neighbourhood Board Community Newsletter Website</p>	<p>Quarterly to SRA and Neighbourhood Board Annually to others</p>
<p>We will investigate any environmental damage, vandalism etc within 2 working days. Repairs will be completed within 7 working days or in the timescale agreed with the resident</p>	<p>96%</p>	<p>SRA Management Committee Neighbourhood Board Community Newsletter Website</p>	<p>Quarterly to SRA and Neighbourhood Board Annually to others</p>

## Gas Servicing

Service Standard	Target (where appropriate)	Where Reported	When Reported
We will service gas appliances every 12 months	100%	Residents Committee Board Customer Panel Newsletter Website	Quarterly    Annually
You will be given a copy of the servicing certificate to keep	100%	Residents Committee Board Customer Panel Newsletter Website	Quarterly    Annually
You will be given an appointment for either the morning or afternoon	90%	Residents Committee Customer Panel Newsletter Website	Quarterly    Annually
We will carry out any repairs needed immediately. If this is not possible, no repair will take longer than 21 days to complete, or we will inform you within 7 days if we can't do a repair.	96%	Customer Panel Newsletter Website	Annually
You are satisfied with the service provided	95%	Residents Committee Customer Panel Newsletter Website	Quarterly    Annually
We will investigate any complaints you have and let you know what happened within 20 working days	95%	Residents Committee Customer Panel Newsletter Website	

## Lettings

Service Standard	Target	Where Reported	When Reported
When we have all the information we need, we will deal with your application and let you know what happened within 10 working days.	90%	Customer Panel Residents Committee Website Newsletter	Annually
If you need help to complete your application, or any other help with the Homefinder scheme, we will provide this.	95%	Customer Panel Residents Committee Website Newsletter	Annually
We will respond to enquiries as follows:- <ul style="list-style-type: none"> <li>• Verbal – within one working day</li> <li>• Written – within five working days</li> </ul>	95%	Customer Panel Residents Committee Website Newsletter	Annually
We will show successful bids on our website every two weeks.	100%	Customer Panel Residents Committee Website Newsletter	Annually
You will be given a copy of the lettable standard as well as details of any repairs carried out.	100%	Customer Panel Residents Committee Website Newsletter	Annually
You will be given full and clear information about your tenancy, home and other services that are available.	95%	Customer Panel Residents Committee Website Newsletter	Annually
We will visit you in your new home, within 3 months, to see how you are settling in. If you have any problems we will agree how to solve them.	95%	Customer Panel Residents Committee Website Newsletter	Annually

<p>To make sure we meet serious housing needs we set targets for lets to the following groups:</p> <ul style="list-style-type: none"> <li>• Statutory homeless – in priority need</li> <li>• People moving on from Supported Housing</li> <li>• People in Band 1 of the Homefinder Scheme</li> </ul>	<p>Statutory Homeless – 15% Move on – 15% Band 1 – 60%</p>	<p>Customer Panel Residents Committee Website Newsletter</p>	<p>Annually Quarterly to Residents Committee</p>
<p>To make sure the way we let our homes gives fair access to all, we set targets for lets to the following:-</p> <ul style="list-style-type: none"> <li>• Black and Minority ethnic groups</li> <li>• People with a disability</li> </ul> <p>We also monitor the number of lettings by the following:-</p> <ul style="list-style-type: none"> <li>• Religion/belief</li> <li>• Age</li> <li>• Sexual orientation</li> <li>• Gender</li> </ul>	<p>Targets to be determined</p>	<p>Customer Panel Residents Committee Website Newsletter</p>	<p>Annually Quarterly to Residents Committee</p>
<p>We will let some properties to existing tenants to make sure they have a reasonable chance to move.</p>	<p>15%</p>	<p>Customer Panel Residents Committee Website Newsletter</p>	<p>Annually Quarterly to Residents Committee</p>

## Planned Maintenance

Service Standard	Target (where appropriate)	Where Reported	When Reported
We will consult residents on each years planned maintenance programme through the Customer Panel, Residents Newsletter and other meetings.	Consultation carried out each year	Residents Committee Customer Panel Website Newsletter	Annually
You will receive at least two months notice of works to your property, and be given the chance to comment.	95%	Residents Committee Customer Panel Website Newsletter	Annually
You will be told how long any work will take, and of anything you need to do, at least two weeks before the work begins.	95%	Residents Committee Customer Panel Website Newsletter	Annually
While the work is being done, the workman will make sure, at the end of each day, that all your essential services are available.	95%	Residents Committee Customer Panel Website Newsletter	Annually
Where your decoration is disturbed, if the contractor does not put this right, a standard decoration allowance will be given.	95%	Residents Committee Customer Panel Website Newsletter	Annually
When the work is completed, your property will be left clean at tidy.	95%	Residents Committee Customer Panel Website Newsletter	Annually
You will be satisfied that all work completed is of a high standard	95%	Residents Committee Customer Panel Website Newsletter	Annually

## Rent Payments

Service Standard	Target (where appropriate)	Where Reported	When Reported
<p>We will give you a payment card at the start of your tenancy.</p> <p>We will send you a replacement card within 5 working days of your request</p>	<p>95%</p> <p>95%</p>	<p>Residents Committee</p> <p>Customer Panel</p> <p>Website</p> <p>Newsletter</p>	<p>Annually</p>
<p>We will make it as easy as possible for you to make a rent payment - 24 hours a day, 7 days a week, 365 days a year.</p>	<p>95%</p>	<p>Residents Committee</p> <p>Customer Panel</p> <p>Website</p> <p>Newsletter</p>	<p>Annually</p>
<p>We will make it easy for you to get debt or welfare benefit advice, if needed.</p>	<p>95%</p>	<p>Residents Committee</p> <p>Customer Panel</p> <p>Website</p> <p>Newsletter</p>	<p>Annually</p>
<p>We will operate our arrears procedure in a supportive but firm way, including:-</p> <ul style="list-style-type: none"> <li>• Making it easy to get in touch with a housing officer to talk about any problems</li> <li>• Helping with housing benefit claims</li> <li>• Getting in touch before arrears build up (2 weeks rent owed)</li> <li>• Making a realistic re-payment agreement that you can afford.</li> <li>• Keeping in touch about your arrears</li> <li>• Warning you about possible legal action, when you are 6 weeks in arrears</li> </ul>	<p>Full compliance with procedures</p>	<p>Residents Committee</p> <p>Customer Panel</p> <p>Website</p> <p>Newsletter</p>	<p>Annually</p>
<p>We will send you a rent</p>	<p>100%</p>	<p>Residents</p>	<p>Annually</p>

statement every 3 months		Committee Customer Panel Website Newsletter	
We will tell you about any debt you may have if you end your tenancy, and make an agreement to pay	95%	Residents Committee Customer Panel Website Newsletter	Annually

## Rents and Service

Service Standard	Target (where appropriate)	Where Reported	When Reported
You will be told how much rent, including service charges, to pay at the start of your tenancy. You will be given details of your service charges.	100%	Customer Panel Residents Committee Website Newsletter	Annually
We review our rent and service charges every year, any changes take effect from the first Monday in April. You will be given 30 days notice of any changes to your rent, and details of your service charge, if you have one.	100%.	Customer Panel Residents Committee Website Newsletter	Annually
If we review a service charge at any other time, we will give you details of the proposed changes and ask for your comments. We will give you the opportunity to meet to discuss the changes. We will give a least 30 days notice of any changes following this consultation.	100%	Customer Panel Residents Committee Website Newsletter	Annually

## Repair Appointments

Service Standard	Target (where appropriate)	Where Reported	When Reported
<p>You will be offered an appointment for most jobs. An appointment will not be offered if:</p> <ul style="list-style-type: none"> <li>The job is an emergency (these jobs will be seen to as soon as possible)</li> <li>The job is a repair to the outside of your property</li> </ul>	70%	<p>Customer Panel</p> <p>Residents Committee</p> <p>Website</p> <p>Newsletter</p>	<p>Annually</p> <p>Quarterly to Residents Committee</p>
<p>If we cannot keep an appointment, we will let you know. We will try to get another contractor to come at the same time. If this is not possible we will make another appointment with you.</p>	90%	<p>Customer Panel</p> <p>Residents Committee</p> <p>Website</p> <p>Newsletter</p>	<p>Annually</p> <p>Quarterly to Residents Committee</p>
<p>If we cannot complete the repair on the first visit, you will be offered another appointment.</p>	90%	<p>Customer Panel</p> <p>Residents Committee</p> <p>Website</p> <p>Newsletter</p>	<p>Annually</p> <p>Quarterly to Residents Committee</p>
<p>We will always try to make appointments, which are convenient for you.</p>	90%	<p>Customer Panel</p> <p>Residents Committee</p> <p>Website</p> <p>Newsletter</p>	<p>Annually</p> <p>Quarterly to Residents Committee</p>

## Resident Involvement

Service Standard	Target (where appropriate)	Where Reported	When Reported
We will offer a range of ways that residents can get involved that suit them	95%	Customer Panel Residents Committee Website Newsletter	Annually
Every resident will be invited to the annual Resident's Conference	100%	Customer Panel Residents Committee Website Newsletter	Annually
We have a Customer Panel who meet quarterly and look at policies, procedures and services. We will listen to the views of the Panel and change proposals where appropriate to match the views of Customers	All key procedure and service delivery changes will be taken to the Customer Panel for their views.	Customer Panel Residents Committee Website Newsletter	Annually
We will involve residents and customers in working groups that review our services	All working groups will involve residents or customers	Customer Panel Residents Committee Website Newsletter	Annually
All residents will have the chance to meet housing staff at their home/scheme, at least once a year, through a mix of Roadshows, meetings and home visits.	100%	Customer Panel Residents Committee Website Newsletter	Annually
We will support new and existing Residents' Groups with staff time, resources and funding	Residents groups satisfied with the support provided	Customer Panel Residents Committee Website Newsletter	Annually
We will offer help and	All Residents who	Customer Panel	Annually

support for residents to be involved, including travel, care costs and fundraising	get involved confirm that support and advice provided	Residents Committee Website Newsletter	
We will consult all residents if we propose substantial changes to our services. If we write to residents, they will have 15 working days to respond.	All residents consulted on major changes that affect them.	Customer Panel Residents Committee Website Newsletter	Annually
We will send a Residents' Newsletter to all residents twice a year	100%	Customer Panel Residents Committee Website Newsletter	Annually

## Right to Acquire

Service Standard	Target (where appropriate)	Where Reported	When Reported
When you apply, you will be told within 4 weeks, if you can buy your house.	95%	Residents Committee Newsletter Website	Annually
You will be told the purchase price of your house within 8 weeks of us accepting your right to acquire	95%	Residents Committee Newsletter Website	Annually
You will be satisfied with the service we provided	95%	Residents Committee Newsletter Website	Annually
We will give you an Energy Performance Certificate for your property when you are told the purchase price	100%	Residents Committee Newsletter Website	Annually

## Right to Buy

Service Standard	Target (where appropriate)	Where Reported	When Reported
When you apply, you will be told within 4 weeks, if you can buy your house.	95%	Residents Committee Newsletter Website	Annually
You will be told the purchase price of your house within 8 weeks of us accepting your right to buy	95%	Residents Committee Newsletter Website	Annually
You will be satisfied with the service we provided	95%	Residents Committee Newsletter Website	Annually
We will provide you with an Energy Performance Certificate for your property when you are told the purchase price	100%	Residents Committee Newsletter Website	Annually

## Right to Compensation

Service Standard	Target (where appropriate)	Where Reported	When Reported
We will tell you about this when you start your tenancy and remind you in leaflets and other publicity	100%	Customer Panel Residents Committee Website Newsletter	Annually
We will consider and respond to all requests, including making any payments due, within 15 working days.	95%	Customer Panel Residents Committee Website Newsletter	Annually

## Right to Repair

Service Standard	Target (where appropriate)	Where Reported	When Reported
You have the right to claim compensation if we do not carry out certain repairs. We will tell you how to do this at the start of your tenancy, and remind you through leaflets and other publicity	100%.	Customer Panel Residents Committee Website Newsletter	Annually
Any claim you make will be investigated and you will have a response within 5 working days. Any compensation due will be paid within a further 10 working days	95%	Customer Panel Residents Committee Website Newsletter	Annually