

At Hilldale, we put our tenants at the heart of everything we do. These service standards have been co-created with our Tenants Voice Panel and colleagues. As a Hilldale tenant, you will know what to expect because we promise to live up to these standards each time you access any of our services.



Accessing our services



- Our phone line is open 8:30am-4:30pm Monday-Friday
- We provide an out of hours emergency service 24 hours a day 7 days a week
- We have an accessible website where you can raise repairs, make a complaint, report ASB or contact us about any other matter
- We will communicate with you in a way that works for you
- We will respond to emails within 3 working days
- You will have a dedicated Housing Officer who you can contact for support

Our Promise



We will always:

- Be polite, friendly, courteous and helpful
- Treat you with respect and dignity
- Listen to your views and act on them
- Explain the reasons why when we are unable to do something
- If we get things wrong then we will apologise and aim to put things right

We ask you to



- Treat our colleagues with respect
- Be considerate and polite to us and other customers
- Keep to the terms of your tenancy
- Keep any appointments that we have with you or if you have to cancel then let us know
- Ask us to explain anything you are not sure about
- Keep us up to date with any changes in your circumstances
- Open all communication we send to you and ask if you need support

Involvement and Engagement



We Will:

- Communicate with you in a way that you wish and is suitable for you
- Produce reports and newsletters with informative updates and make these accessible
- Involve you in regular reviews of our service and standards and take on board ways we can improve
- We will create channels for your voice to be heard
- We will actively encourage tenants, family and care providers to be a part of our journey

Monitoring and Reviewing



We Will:

- Review our standards on a regular basis with our tenants and let you know of any changes
- Monitor satisfaction levels with our services and publish the results on our website and through our newsletters
- Provide feedback on any improvements we make as a result of tenant suggestions or feedback
- Publish our service performance on our website, reports and newsletters

Complaints



We Will:

- Be fair and treat all complaints on their merit
- Record all levels of dissatisfaction however raised
- Acknowledge your complaint within 5 working days
- Discuss what we can do to put things right
- Investigate and provide an outcome within 10 working days
- We will look at reasons for complaints and use this to review our services and make improvements

Keeping you safe



We Will:

Carry out;

- An annual gas safety check in every property with a gas supply
- An electrical safety check every 5 years
- Water safety testing every quarter on your water supply
- Fire risk assessments every 3 years and inform you of how we are keeping you safe
- Fire alarm and emergency lighting testing every 3 months
- Annual lift safety checks in every property with a lift
- An inspection within 7 days of where there is any reports of damp and mould
- work with appropriate services to adapt your home (where possible) to meet your needs

ASB



We Will:

- Be impartial and empathetic, and adopt a person-centred approach
- Adapt the way we deal with ASB offering in person meetings if preferred
- Listen to all parties involved and show empathy
- Always try to find the best resolution for the issues raised and look at putting in extra support where appropriate and possible
- Work with and support other agencies to ensure that issues are dealt with quickly and effectively
- Risk assess all ASB reports and respond in either 1, 5 or 7 days

Repairs



We Will:

- Ensure your home meets the Government 'Decent Homes Standard'
- Respond to repairs within the relevant timescale:
- Emergency repairs within 24 hours
- Priority repairs within 7 days
- Routine repairs within 28 days
- Keep you updated on the progress of your repair
- Prioritise getting it right first time
- Encourage feedback on our repairs service through surveys

Rent and Service Charge



We Will:

- Offer you different ways to pay your rent and service charge so you can choose the one easiest for you
- Contact you promptly if you are behind with your rent or service charge payments
- Be sensitive and supportive if you are experiencing financial difficulties and work with you to find a manageable way to pay off your rent debts
- Signpost you to external agencies to provide additional support

Planned Improvements



We Will:

- When possible offer you choices for paint colours and bathroom and kitchen styles
- Let you know in good time that we intend to carry out planned improvements to your home
- Inspect completed improvements for the quality of work and your satisfaction
- Issue a satisfaction survey once the work is complete

Tenancy and Neighbourhoods



We Will:

- Work with Care Providers, tenants and neighbours to maintain and contribute to the appearance of your home
- Provide support and safeguard our tenants
- Let our homes in a fair and transparent way, ensuring we have considered the needs of existing applicants
- Consult you on the services you receive to ensure you are satisfied and our contractors provide value for money