

Service Standards

Modernising Homes

At Wansbeck Homes our aim is to be:

‘A caring organisation committed to quality services, affordable homes and working together to build confident communities.’

We recognise the importance of investing in properties to achieve the modern standards aspired to by our tenants.

Our aim is to deliver an ambitious improvement programme that will achieve high levels of satisfaction through good customer care and quality standards. This service standard sets out what you can expect when we modernise your home.

Before work starts, we will:

- Publish an annual programme of work.
- Inform you 6 months before any work starts that your home is to be modernised, what work is to be done and who will do the work.
- Hold an exhibition so you can choose fixtures, fittings and finishes, and learn more about the proposed works.
- Give you detailed information on the extent of the works and what you can expect during the works.
- Introduce the Contractors’ Resident Liaison Officer who will be your dedicated contact leading up to and throughout the works.
- Have an agreed process with our Contractors that a series of visits will take place to make sure you are ready for the work.
- Arrange assistance if you have difficulty packing or moving furniture.
- Provide you with storage for your belongings and furniture if necessary.
- Provide you with a useful information pack giving details of key contacts, your site team and out of hours service.
- Make sure our Contractor takes account of any needs you may have.

When working in your home, our Contractors will:

- Adopt a professional approach from first contact to the completion of your work.
- Introduce themselves, present their photo ID, be clean and tidy in appearance and always wear their uniform.
- Treat your home as thoughtfully as their own – providing dust sheets and offering assistance where required.
- Respect your home by not using your facilities, smoking, using inappropriate language, playing loud music or other unacceptable behaviour.
- Make use of their own site facilities provided for staff use and welfare.
- Work to standard hours and maintain the security of your home.
- Reconnect mains services and reposition appliances. Making sure that essential services are available at the end of each working day.
- Follow a logical sequence, keeping promises, appointments and completing jobs in a timely manner.
- Keep you informed of what, when and where improvements or repair work needs to be carried out.
- Confirm with you that work has been completed to your satisfaction.
- Follow good health and safety practice, through the identification of hazards, correct storage of equipment/materials, clearing debris and general safe working procedures.
- Be considerate of you and the environment when parking vehicles.
- Check finished work for cleanliness and explain how to use new installations and appliances upon completion.

After the works, we will:

- Ask you to complete a customer satisfaction survey form.
- Provide you with a handover pack explaining how your new installations and appliances work and what to do if anything goes wrong.
- Issue you with vouchers to help towards the redecoration of your home.

You can help us by:

- Keeping appointments and providing access to your home.
- Notifying the site team as soon as you know you cannot keep an appointment.
- Replying quickly when letters are sent to you requesting appointments.
- Cooperating when making choices and layouts.
- Not making changes to choices once they have been agreed.
- Being considerate and polite to all site personnel.
- Understanding that sometimes there will be disruption and things may not always go to plan.
- Being ready for work in your home (for example empty kitchen cupboards, remove personal belongings etc).
- Ensuring children are accompanied by a responsible adult.
- Keeping your children and pets safe by making sure they stay away from work areas.
- Having regard to health and safety issues for you, your family and your visitors whilst the work is taking place.
- Completing and returning any questionnaires sent to you regarding the quality of the work.

We will monitor our Improvement Programme performance in the following areas:

- Customer satisfaction with the quality of the work.
- The average length of time to complete work.
- The number of defects on handover.

Performance

We will set challenging targets to monitor our performance against service standards. The results of our performance can be found on posters displayed in our offices, in our newsletters and on our website www.wansbeckhomes.co.uk.

Our service standards have been developed with residents and will be reviewed every two years.

Contact us

For all enquiries you can contact us on 0844 800 3800.

Our phone lines are open:

Monday to Thursday	8.45 am to 5.00 pm
Friday	8.45 am to 4.30 pm

Outside these hours, emergencies can be reported on 0800 0279 766. This service is available during weekends and bank holidays.

Email: info@wansbeckhomes.co.uk

Website: www.wansbeckhomes.co.uk

Fax: 01670 532241.

What if we do not meet your expectations?

Report your concerns to a member of staff who will try to resolve the problem.

If you are dissatisfied with the response given you have the right to make a formal complaint via Wansbeck Homes' complaints procedure. Full details of the complaints procedure are available at your local office or by calling 0844 800 3800.

We are always happy to receive any compliments about our services or hear of any suggestions you may have.

Head Office:

Front Street West, Bedlington, NE22 5TU

Local Offices:

3 & 4 Dawson House, Poplar Street, Ashington, NE63 0BY

The Bungalow, Woodhorn Road, Newbiggin-by-the-Sea, NE64 6HG