



L O C A L
O F F E R

What is this?

Family's Local Offer is a new set of service standards which will be in place from April 1st 2011. These standards build on our existing service standards and have been put together in consultation with residents at our service group meetings.

Why are they important?

Service standards are important as they detail what our customers can expect from us. They can also be used to measure our performance so we can see where we are doing well and the areas where we need to improve.

Why have they changed?



We are always looking at ways we can develop our services to meet our customer's needs. We were also required by the Tenant Services Authority (TSA) to review and continuously improve our service standards in 3 key areas:- Tenant Involvement and Empowerment; Your Home; Neighbourhood and Community.

Please turn over to see a summary of our new local offers. Our performance against these service standards will be published in future editions of our tenant's newsletter, GN News.

1. Tenant Involvement and Empowerment – Getting it Right Together

- If you write or email we will get back to you within 5 working days.
- If you telephone us we will aim to answer 80% of calls within 30 seconds.
- If you leave us an urgent message we will get back to you by 5pm of the next working day.
- If you leave us a message that is not urgent we will get back to you within 3 working days.
- If you make a complaint we will respond within 10 working days.



2. Your Home

- Emergency repairs will be attended to within 24 hours.
- Urgent repairs will be completed within 7 calendar days.
 - Routine repairs will be completed within 31 calendar days.
 - A gas safety check and service will be carried out every year.
 - Requests for adaptation work will be acknowledged within 3 working days.
- We will notify you within 7 days of receiving the decision about your adaptation request.

3. Neighbourhood and Community - Where you live

- Arrange to visit all new tenants within 20 working days of the start of the tenancy.
- Visit you within 10 working days of a request for a transfer and advise of the decision within 10 working days of the visit.
- Visit you within 1 working day of a serious complaint of anti-social behaviour, for example, hate crime or other violent incident.
 - Contact you within 5 working days of receiving all other other complaints of anti-social behaviour.

And there's more...

In addition to these standards there are also a number of promises we are making to you about our services. Please call us on 0121 766 1100 for further details.

