



SERVICE 1ST

AIMING FOR EXCELLENCE



SERVICE 1ST

Service 1st - Family's local offer

Service 1st details our standards of service in three key areas;

- ➔ **Getting it right together.**
- ➔ **Your home.**
- ➔ **Where you live.**

We have developed our Service 1st offer in consultation with residents to make sure we focus on your top priorities.

Our performance

We will publish our performance regularly so you can see where we are doing well and where we need to improve.

Does this apply to me?

Our Service 1st offer applies to all our customers including shared owners. We also recognise that everyone has different needs and we want to ensure our services are accessible to all. This may mean that, where appropriate, we work with external agencies that support particular groups such as people with learning disabilities.

Getting it right together

To ensure we deliver excellent customer service, through our Service 1st offer we will:

- ➔ Get back to you within five working days if you write to us or email us.
- ➔ Aim to answer 80% of calls within 30 seconds if you telephone us.
- ➔ Get back to you by 5pm of the next working day if you leave us an urgent message.
- ➔ Get back to you within three working days if you leave us message that is not urgent.
- ➔ Respond within 10 working days if you make a complaint.

In addition, we promise to:

- ➔ Answer the phone politely giving our corporate greeting.

- ➔ Ensure our reception area is clean and tidy and accessible for all, offering additional assistance if required.
- ➔ See you within five minutes of an arranged appointment time and within 10 minutes of your arrival if you do not have an appointment.
- ➔ Offer private interviews on request.
- ➔ Use plain language and provide an interpretation and translation service if your preferred language is not English.
- ➔ Provide alternative formats such as large print or audio.
- ➔ Acknowledge your complaint by letter within three working days.
- ➔ Tell you how to take your complaint further if you are not happy with our response.
- ➔ Publish details about the complaints and compliments we have received, and how we used your complaints to improve our services.

- ➔ Use the information you have provided to us about you and your family to improve our services and meet your needs.

To ensure you can have your say, we also promise to:

- ➔ Provide a choice of involvement opportunities.
- ➔ Ask for your feedback through customer satisfaction surveys.
- ➔ Measure and publish the impact of resident involvement.
- ➔ Publish an annual programme of resident involvement activity and training opportunities.
- ➔ Provide informal resident events such as coffee mornings and day trips.
- ➔ Give all new residents a copy of our welcome pack and new tenant DVD.
- ➔ Send all residents a quarterly newsletter telling you how we are using your feedback to improve our services.
- ➔ Produce a residents annual report.

- Provide support to help you get involved, such as covering expenses.
- Reward you if you do get involved.

Your home

To ensure your home is well maintained, through our Service 1st offer we will:

- Attend to emergency repairs within 24 hours.
- Complete urgent repairs within seven calendar days.
- Complete routine repairs within 31 calendar days.
- Carry out an annual gas safety check and service.
- Acknowledge your request for an adaptation within three working days.
- Notify you within seven days of receiving the decision about your adaptation request.

In addition we promise to:

- Provide a variety of ways to report a repair including by phone, email and via our website.
- Give you an appointment for all urgent and routine jobs, including the option of an evening or weekend appointment.
- Provide a repairs service for out-of-hours emergencies.
- Inspect a proportion of completed repairs to ensure work is completed to a high quality.
- Tidy up any mess we make whilst carrying out a repair.
- Carry out a number of planned and cyclical works such as decorating communal areas and replacing kitchens and bathrooms.
- Ensure all our empty homes meet the agreed re-let standard.
- Offer you advice on saving energy in the home.
- Provide a subsidised handyman service.

Where you live

To help keep the area where you live in good condition, through our Service 1st offer we will:

- ➔ 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 you of the decision within 10 working days of the visit.

In addition we promise to:

- ➔ Carry out regular estate inspections.
- ➔ Keep you up to date with details of your Neighbourhood Officer.
- ➔ Offer you a variety of ways to pay your rent and other charges.
- ➔ Give you clear information about what your rent and other service charges cover.
- ➔ Offer free confidential debt and money advice.

- ➔ Work with other organisations to improve the areas where you live.
- ➔ Assist you to find employment or training opportunities.
- ➔ Let available properties through a system that provides options and choice.

If you experience anti-social behaviour, through our Service 1st offer we will:

- ➔ Visit you within one working day of a serious complaint of anti-social behaviour, for example, hate crime or other violent incident.
- ➔ Contact you within five working days of receiving all other complaints of anti-social behaviour.

In addition we promise to:

- ➔ Agree a plan of action with you.
- ➔ Work in partnership with other organisations, such as the police, to resolve issues.

Service 1st.

This document is available in other languages upon request.

Bengali

সার্ভিস ফাষ্ট – উৎকর্ষকে লক্ষ্য করে
এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

Kurdish

خزمەنگوزاری لەپێشە - بە ئومێدی باشتەرین کار .
ئەم بەلگەیە بە پێی داواکاری بە زمانی کوردی ش دەس دەکەوێت

Punjabi

ਸੇਵਾ 1ਲਾਂ - ਉੱਤਮਤਾ ਲਈ ਟੀਚਾ ਕਰਨਾ।
ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Somali

Adeegs ayaa mudnaanta 1aad leh – Higsashada si aad iyo aad u Wanaagsan
Dokumentigaan waxaa lagu helaa Soomaali haddii la codsado.

Urdu

خدمت پہلے - افضلیت کو ہدف بناتے ہوئے
درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

How to contact us

You can contact us at our office, over the telephone,
by e-mail or on our website.

Telephone:

0121 766 1100

8am-8pm Monday to Friday

8am-1pm Saturday

Emergency out of office hours:

0121 766 1100 (transfer to our out
of hours service)

E-mail:

post@family-housing.co.uk

Post:

Family Housing Association

(Birmingham) Ltd

Bordesley House

44/46 Coventry Road

Birmingham B10 0RX

Website:

www.family-housing.co.uk

