

Local service standards

Tailoring our services to suit you



What are local service standards?

Last summer, through the “We’re Listening” project, we asked all council tenants in the Borough, “What’s important where you live?” We have listened to what you had to say and are now

publishing our Local Service Standards. These standards are our promises to you.

Local service standards will cover all parts of our landlord service. For example, how we consult you, manage your neighbourhood, or run the repairs service.

The next few pages will show how we plan to tailor our local service standards to your wishes. We will need your help to monitor how well we keep our promises. So if our service falls short of the standards, please tell us.

Tenant involvement and empowerment

You Said

“The Council needs to do what it promised and listen to our concerns”

“You need to keep in contact and work with tenants more”

“Communications need to be better and tenants need to be kept up to date with issues”

We will

- Inform all new tenants who their Neighbourhood Manager is.
- Visit all new tenants within two weeks of their tenancy start date to ensure they have settled into their new home.
- Continue to develop more ways for you to get involved at a level that suits you. We currently

consult our tenants in the following ways:

- Tenants’ Forum
- Tenants’ Monitoring Group
- Tenants’ reading panel
- Focus groups
- Local consultations on major works
- Door knocking
- One-to-one interviews
- Surveys and questionnaires



- Produce **Connect** four times a year in collaboration with our tenants.
- Offer training to all tenants who wish to be involved with the Tenants Forum.

How it will be monitored

Performance in the delivery of this tenant involvement and empowerment standard will be scrutinised by our Tenants’ Monitoring Group who will monitor how successful our consultation methods are in practice.

All tenants attending training sessions will provide feedback to the Tenants’ Forum.

How you can help

Make sure you take part in all local consultations held in your area.

Consider getting involved at any level.

Read **Connect** to ensure you receive key information including updates on our performance and information on how best to access our services.



Consulting with tenants



The “We’re Listening” project

Home – Repairs and maintenance

You Said

“I’m unsure what to expect from the repairs service”

“We need lots of different ways to report repairs”

“I want clear information on what repairs are your responsibility and what are ours”

“When will reported repairs be completed?”

“Repairs sometimes take more than one visit to complete”

We will

- Provide an efficient repairs service by completing repairs to our properties within the published timescales.
- Offer you a number of ways to report repairs, **by phone, website, in person or email.**
- Provide a hotline for emergency repairs outside of normal working hours on **01536 416 005.**
- Publish a clear list of repairs responsibilities for both us as your landlord and you as a tenant. You can find these on our website at **www.kettering.gov.uk/housing** and follow the link to repairs.
- Give you a job number, latest completion date and in most cases an appointment for your repair when you first report it. We will then confirm this information with a repair receipt.
- Have a ‘Right First Time’ approach and aim to complete as many repairs as possible on our first visit.
- Give every tenant the opportunity to give feedback about their repair experience, and provide regular information about our performance.

Repair reporting categories

We have simplified our repair priority categories and now have four priority timescales:

Category	Timescale	Examples of repairs included
Emergency	24 hours	<ul style="list-style-type: none"> ■ Total loss of power ■ Unsafe electrical sockets or switches ■ A major leak or drain blockage ■ Loss of heating during winter months ■ Irsecure doors or ground floor windows ■ Temporary boarding of broken windows
Urgent	7 calendar days	<ul style="list-style-type: none"> ■ Partial loss of power or lighting ■ A minor but controllable leak ■ Blocked baths, basins or toilets
Routine	90 calendar days	<ul style="list-style-type: none"> ■ Minor cosmetic repairs and plaster work ■ Doors and door frames ■ Repairs to kitchen units and cupboards ■ Broken bathroom or sanitary fittings
Planned	One year	<ul style="list-style-type: none"> ■ Fencing ■ External works to gutters, brickwork and non-dangerous paths/slabs

How it will be monitored

The Tenants’ Monitoring Group will monitor the number of repairs completed within target on a monthly basis.

The Tenants’ Monitoring Group will scrutinise and test the repairs process regularly and report back to the Tenants Forum.

We will use your feedback to measure satisfaction with our service and make improvements where required.

We will monitor repairs performance monthly using internal performance management procedures and tell you in **Connect** how well we are doing.

How you can help

Report any repair as soon as you are aware of it.

Give as much information as possible when reporting your repair to allow us to deal with your request effectively and get it right first time.

Complete the repairs satisfaction form when your repair is completed.

Allow access for our trades’ people to carry out repairs.



Neighbourhood management

For all our tenants

You Said

“The areas around our homes should be clean and tidy”

We will

- Carry out monthly inspections.
- Promptly remove all fly-tipping and graffiti.
- Work with tenants and other partners to identify local priorities.
- We will also seek feedback from you six months after the completion of major projects, to find out how things have improved in your area as a result of the works.

How it will be monitored

Neighbourhood Managers will encourage Tenant Representatives to accompany them on all inspections.

Tenant satisfaction will be measured through satisfaction surveys, door knocking and tenant feedback.

The Tenants' Monitoring Group will review and monitor each Neighbourhood Manager's budget and will ask the Neighbourhood Managers to report to them on a regular basis.

How you can help

Ensure you report problems promptly.

Inform your Neighbourhood Managers and Tenant Representatives of your priorities for your local area.

Volunteer to become a Tenant Representative.



For tenants living in flats with communal areas

We will

- Carry out monthly inspections of the common areas of flats. Where there are problems in blocks, this may be more frequent until the issue is resolved.
- Pilot the cleaning of communal areas in selected blocks of flats, including window cleaning, and, if successful, extend to other blocks.
- Work with tenants to develop proposals for enhancing communal areas. This work will be funded from the Neighbourhood Manager's budget.

How it will be monitored

Neighbourhood Managers will encourage Tenant Representatives to accompany them on all inspections.

Tenant satisfaction will be measured through satisfaction surveys, door knocking and tenant feedback.

Inspection reports will be posted on notice boards in stairwells.

How you can help

Inform your Neighbourhood Managers and Tenant Representatives of your priorities for communal areas.



Neighbourhood management

For tenants living in sheltered housing

You Said

“You wanted more choice in the individual care you received”

“You wanted to know how long you would have to wait for help in an emergency?”

We Will

- Have contact with tenants according to their individual support package.
- Ensure that tenants’ health and welfare is continually monitored.
- Aim to respond to any emergency within 30 minutes.

- Be compassionate and listen to our tenants.

How it will be monitored

Monthly meetings are held in each scheme. Service standards are discussed at each meeting, with any issues being referred to the Silver Service Forum.

A representative of the Silver Service Forum is a member of the Tenants Forum Monitoring Group. This group will also receive an annual report from the Supported Housing Manager.



The Silver Service Team

How you can help

Attend your scheme meeting regularly.

Report any issues you may have to your Scheme Managers as soon as they arise.

For a full list of these Service Standards, please go to www.kettering.gov.uk/housing and follow the link to Supported and Sheltered Housing.

Neighbourhood and community

Anti-social behaviour

You Said

“Crime and anti-social behaviour are both important issues to me”

We Will

- Speak to you within one working day when you report anti-social behaviour and give you the name of the person dealing with your complaint.
- Make a written report on everything you tell us, and will use this information to support any action we may take.
- Agree an action plan with you and let you know the progress of your case at least once a month.
- Support you in any way that we can, either directly or by referring you to a specialist support agency.
- Notify you when a case is closed and why this is happening.

- If you ask us, we will meet with you as soon as reasonably practicable.

How it will be monitored

The Housing Manager (Anti-Social Behaviour) will monitor all reports of anti-social behaviour and provide a report for the Tenants Monitoring Group on an annual basis, unless the Monitoring Group request more frequent updates.

How you can help

Act in a considerate and reasonable way towards your neighbours and make sure that members of your family and visitors do the same.

Try to sort out minor disputes by first talking to your neighbours.

Keep a diary of incidents if we ask you to collect evidence.

Report serious incidents including threats or acts of violence to the Police as well as to your Neighbourhood Manager.

Consider giving evidence in court to assist us in legal proceedings should it become necessary.

Give us your feedback on the satisfaction survey that we send you so that we can work to continually improve the service you receive.

Feedback – how to get in touch

If you would like more information on our local service standards, or would like to work with your area’s tenant representative to monitor these standards, contact Linda Nash on lindanash@kettering.gov.uk or 01536 535 650.