



Metropolitan

Service standards

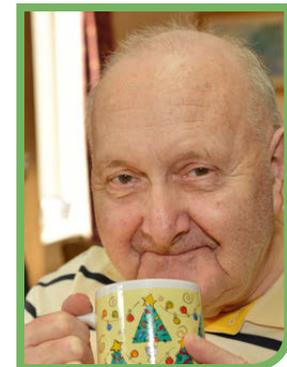
Introduction

We want to be clear about the level of service you can expect from us. On these pages you'll find a summary of the services we'll provide and by when.

We measure our performance against some of these service standards. We'll monitor this throughout the year and report back to you on how we're doing in the customer magazine, the annual report and on our website.

To help us monitor our performance you can:

- take part in satisfaction surveys and provide feedback
- be a mystery shopper to test our services anonymously.



Customer service

Customer feedback

Involvement and empowerment

Responding to diverse needs

Quality of accommodation

Repairs and maintenance

Allocations and moving in

Rent

Neighbourhood management

Anti-social behaviour



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Our commitment to you

We'll provide a Customer Service Centre for all general enquiries and reporting repairs

We'll provide an out-of-hours telephone service for emergency repairs

We'll respond to general enquiries by phone or email

We'll respond to enquiries by letter

We'll provide easy access to information relating to our services

General needs

Open from 8am to 6pm, Monday to Friday

Twenty-four hours a day, seven days a week

Within two working days

Within five working days

You can report and track a repair, and update your details at any time via our self serve website.

Advice leaflets are also available on our website and as paper copies on request

Market rent

Open from 8am to 6pm, Monday to Friday

Twenty-four hours a day, seven days a week

Within two working days

Within five working days

You can report and track a repair, and update your details at any time via our self serve website.

Advice leaflets are available on our website and as paper copies on request

Leaseholders and freeholders

Open from 8am to 6pm, Monday to Friday

Twenty-four hours a day, seven days a week (for emergencies in communal areas only)

Within two working days

Within five working days

You can report and track a repair, and update your details at any time via our self serve website.

Advice leaflets are available on our website and as paper copies on request

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Our commitment to you

We welcome your feedback on our service. We'll respond to complaints within

General needs

Ten working days

Market rent

Ten working days

Leaseholders and freeholders

Ten working days

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Our commitment to you

We'll offer ways for you to get involved in setting service standards and influencing change

General needs

You can get involved in our:

- National Customer Group
- scrutiny committees
- mystery shopping and customer focus groups
- customer surveys and consultations.

We can also support you to set up and facilitate local residents' groups

Market rent

You can get involved in our:

- National Customer Group
- scrutiny committees
- mystery shopping and customer focus groups
- customer surveys and consultations.

We can also support you to set up and facilitate local residents' groups

Leaseholders and freeholders

You can get involved in our:

- National Customer Group
- scrutiny committees
- mystery shopping and customer focus groups
- customer surveys and consultations
- forums to discuss leaseholder issues.

We can also support you to set up and facilitate local residents' groups

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Our commitment to you

If you have a specific need or request we'll do our best to help where we can

We'll offer life skills and employment support

General needs

Where possible and realistic, we'll address your individual needs and requirements.

This could include providing newsletters in a larger font, or offering advice and guidance on making adaptations to your home. Just get in touch and we'll let you know how we can help

Available when you sign up for your new home and at any point throughout your tenancy when needed

Market rent

Where possible and realistic, we'll address your individual needs and requirements.

This could include providing newsletters in a larger font, or offering advice and guidance on making adaptations to your home. Just get in touch and we'll let you know how we can help

Available if you need help throughout your tenancy

Leaseholders and freeholders

Where possible and realistic, we'll address your individual needs and requirements.

This could include providing newsletters in a larger font, or offering advice and guidance on making adaptations to your home. Just get in touch and we'll let you know how we can help

Not applicable

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Our commitment to you

We'll ensure your home meets the Government's decent homes standard

We'll arrange for your gas installations to be inspected

General needs

We'll carry out maintenance works as part of a planned programme for your particular building

Every year

Market rent

We'll carry out maintenance works when components reach the end of their useful life. We may also carry out works to add value to the property.

Every year

Leaseholders and freeholders

We won't carry out maintenance works on your home but we may undertake works in communal areas of the building. For projects such as lift or roof works we use a sinking fund. Not all properties have a sinking fund. If yours doesn't we can help you set one up.

Not applicable.

You are responsible for maintaining gas installations inside your home unless we state otherwise in your lease.

In some cases we may be responsible for gas installations in the communal areas of your building

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Our commitment to you

We'll provide an emergency repairs service

We'll arrange for repairs to be carried out by agreeing an appointment time with you (except for emergency repairs)

We'll get repairs fixed 'right first time' by arriving on time and completing the job in one visit

General needs

Twenty-four hours a day, seven days a week

When you report the repair, we'll arrange an appointment time slot for it to be fixed

We aim to get 85% of repairs 'right first time'

Market rent

Twenty-four hours a day, seven days a week

When you report the repair, we'll arrange an appointment time slot for it to be fixed

We aim to get 85% of repairs 'right first time'

Leaseholders and freeholders

Twenty-four hours a day, seven days a week for emergencies in communal emergencies only

Refer to your lease for more information.

We usually only provide an emergency repairs service for communal areas of your building

We aim to get 85% of repairs 'right first time'

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Our commitment to you

We'll provide clear and accessible information about your new home, the services we'll provide for you and how much they cost

Where possible we'll try to meet you in person to discuss our service. If we're unable to do this, we'll let you know why

If you need it, we'll give you advice and support on applying for Housing Benefit and other benefits through our Financial Inclusion service

General needs

When you move into your home we'll make sure it's clean, tidy and safe, and meets the standards we've agreed with our contractors. We'll also give you information about our new homes standard when you move in

We'll always try to meet you in person when you sign your tenancy agreement for your new home

After you sign up for your home

Market rent

The services we offer to you will vary depending on where you live. When you move in we'll be clear about the what you can expect from us

We, or our agents, will try to meet you in person when you sign your tenancy agreement for your new home

After you sign up for your home

Leaseholders and freeholders

When you move in we'll provide clear information about your new home, the services we'll provide and how much they'll cost

Our sales team will provide clear information about your new home

After you sign up for your home

Customer service

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Allocations and moving in (continued)

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Our commitment to you

General needs

Market rent

Leaseholders and freeholders

We'll ensure your home is clean and tidy when you move in

Your home will meet our published standard

Your home will meet our local lettable standard

Not applicable

We'll give you a welcome pack to help you settle in

In print or via the website

In print or via the website

In print, on the website or from our Sales Team

A local housing officer can visit you to offer support and guidance as needed

We'll be in touch with you within the first six months of your tenancy to find out how you're settling in

Not applicable

Not applicable

We'll agree a clear support plan

Where appropriate

Not applicable

Not applicable

We'll provide support from a scheme manager in sheltered accommodation

Where appropriate

Not applicable

Not applicable

Where housing is provided for short-term stays, we'll help you move on to your next home

Set targets moving-on (as appropriate)

Not applicable

Not applicable

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Our commitment to you

We'll offer advice and guidance on financial issues such as benefits and budgeting

We'll offer life skills and employment support

We'll accept payments for rent and other charges

General needs

Available when you sign up for your new home and at any point throughout your tenancy when needed

Available when you sign up for your new home and at any point throughout your tenancy when needed

Through a variety of methods

Market rent

Available if you find yourself in financial difficulty and fall behind on your rent payments throughout your tenancy

Available if you need help throughout your tenancy

Through a variety of methods

Leaseholders and freeholders

Available if you find yourself in financial difficulty and fall behind on your payments to us

Not applicable

Through a variety of methods or as outlined in your lease agreement.
There may be an administration charge for using certain methods of payment

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Our commitment to you

We'll keep communal areas clean and safe, and let you know how we're using your service charges to do this

We'll remove graffiti and deal with vandalism in communal areas

General needs

We'll provide you with a clear list of the things your service charge covers, along with an annual breakdown of the charges

We'll remove all offensive graffiti within 24 hours. Other graffiti and vandalism will be removed or repaired within our usual repairs timescales

Market rent

We'll provide you with a clear list of the things your service charge covers, along with an annual breakdown of the charges

We'll remove all offensive graffiti within 24 hours. Other graffiti and vandalism will be removed or repaired within our usual repairs timescales

Leaseholders and freeholders

We'll provide you with a clear list of the things your service charge covers, along with an annual breakdown of the charges

We'll remove all offensive graffiti within 24 hours. Other graffiti and vandalism will be removed or repaired within our usual repairs timescales

Our commitment to you

We'll respond to reports of harassment, domestic violence and other forms of anti-social behaviour (ASB)

General needs

We'll respond to high priority ASB reports within one working day. (See our separate leaflet on anti-social behaviour for more information about what counts as a high priority case.)

We'll respond to all other ASB reports within five working days

We'll talk to you and agree on an action plan, setting out what we'll do and anything you need to do to resolve the issue

Later, we'll get in touch with you before we close your ASB case, and we'll write to you when your case has been closed

Market rent

We'll respond to high priority ASB reports within one working day. (See our separate leaflet on anti-social behaviour for more information about what counts as a high priority case.)

We'll respond to all other ASB reports within five working days

We'll talk to you and agree on an action plan, setting out what we'll do and anything you need to do to resolve the issue

Later, we'll get in touch with you before we close your ASB case, and we'll write to you when your case has been closed

Leaseholders and freeholders

We'll respond to high priority ASB reports within one working day. (See our separate leaflet on anti-social behaviour for more information about what counts as a high priority case.)

We'll respond to all other ASB reports within five working days

We'll talk to you and agree on an action plan, setting out what we'll do and anything you need to do to resolve the issue

Later, we'll get in touch with you before we close your ASB case, and we'll write to you when your case has been closed