

# SERVICE STANDARDS

We are keen to provide the best possible service to our tenants and leaseholders and to other people and organisations. This leaflet sets out the standards of service you can expect from us.

The standards set out in this leaflet are Keniston's public commitment to a good service. We will regularly review and update them. We welcome any comments and ideas for improvement.

As a registered social landlord, we keep to the regulatory standards set by the Regulator for Social Housing.

## Fair treatment and equal opportunity

Keniston aims to treat all people fairly in the way we provide homes, services and jobs. We will not discriminate against any person because of their gender, religion, disability, colour, race, ethnic or national origin, age, sexual orientation, marital status or appearance. We aim to understand the different needs of our residents and tailor our services and communication to meet those needs.

**Want to know more?** Ask for a copy of our [Equality and Diversity Policy](#) and our [Harassment and Hate Crime policy](#).

## Contacting us

Our [My Tenancy](#) online service is available 24/7. Register at our website [www.keniston.co.uk](http://www.keniston.co.uk). Tenants can access their rent account, view their balance, download statements, view and report repairs. Rent payments can also be made online via Allpay.

Our [interactive](#) text service number is 07376 617 616. Tenants can report a repair, request a rent balance or ask us to phone you back.

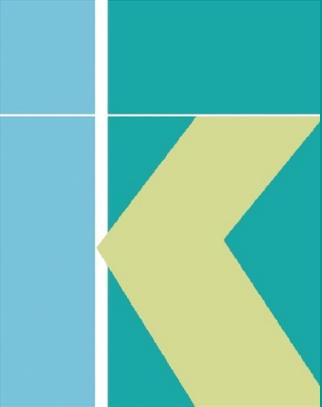
Our [office](#) is open from 9am to 5pm, Monday to Friday. We are closed at weekends and on bank holidays. Our [emergency repairs service operates at all times when the office is closed](#).

Occasionally we close the office at other times, for example for staff training. The phones will stay open. We will tell you beforehand e.g. via a text, on the website, social media and by putting a notice on the office door.

## What you can expect from our staff

Our [Values](#) are important to us. Staff will show:

<a href="#">Respect</a>	we will be courteous, considerate, treating everyone as individuals and valuing diversity
<a href="#">Openness</a>	we will listen, be accessible and communicate clearly
<a href="#">Accountability</a>	we will take responsibility for our actions and decisions
<a href="#">Honesty</a>	we will say what we mean, accept our mistakes and learn from them
<a href="#">Excellence</a>	we take pride in what we do and go beyond what is expected



# SERVICE STANDARDS

## A prompt response

We will answer phone calls promptly, and give our name. We will return calls and texts as soon as possible and within specified timescales. The only time we will not do this is if you leave your details on an individual's voicemail or email them and their message tells you that they are out of the office. In this case, they will contact you when they return. If your enquiry is urgent, someone else will be able to help you. We will provide translation and interpretation services when necessary to make sure everyone has equal access to services.

## Clear information

When you bring a matter to our attention, we will tell you what action we will take. If we do not intend to take any further action we will say so and tell you why. We will confirm this in writing if you ask us to.

If we are dealing with a matter over a period of time, we aim to keep you updated about progress, without you needing to prompt us.

## Home visits

If necessary, our staff can visit you at home at a time that is convenient for you and us. If we cannot keep the appointment, for example because the member of staff is ill, we will try to let you know. If our staff or contractors call round when you are out, they will leave a card saying who called and how to contact them.

## Confidential interviews

If you need to talk to a member of staff confidentially, we will respect your wishes and needs when arranging an interview. Interviews can be held in an alternative location to the property.

## Access to information

### ...about our work

We will make copies of our policies and annual accounts available to you free of charge, and publish an annual report on our performance for residents. You can also see a summary of Board meeting minutes on our website. We will regularly publish information about our work and how we are doing against the standards we set ourselves.

### ...about residents

Information about residents is confidential. We comply with data protection laws and will not release it to anyone else, except in limited circumstances as outlined in our Data Protection Policy.

You can see any information we hold about you and check it is correct. All requests to see this information must be made in writing and we may require proof of your identity. You should receive access to your personal data within one calendar month of the request being made. The only information you cannot see is any correspondence from another person or organisation, information about others, or other information given in confidence. We will tell you if we have any record of this sort of information.

**Want to know more?** A copy of our Data Protection Policy & Procedure can be viewed on our website.

## Moving home

### General enquiries

If you approach us directly for housing, we will explain whether and how you can apply for one of our homes and offer general advice on other possible ways of getting a home. We cannot normally accept direct applications for housing. We will reply to **written enquiries within 10 working days**. If your enquiry is urgent, please phone us instead.

### Letting vacant homes

We let empty homes as quickly as possible. Applicants are usually nominated by a local authority or other referral agencies.

### We will:

- contact applicants within a week of receiving a nomination;
- if you are a Keniston tenant applying for a transfer to another of our homes, we will tell you within 15 working days whether we have accepted your application and whether it is high, medium or low priority.

**Want to know more?** Ask to see a copy of our **Selection and Allocation Policy**.

## A new tenant

### We will:

- give you clear information about your rights and responsibilities and details about us and the services we provide
- offer you advice on Housing Benefit and Universal Credit
- visit you within six weeks of you moving in to deal with any outstanding issues; and offer you extra support if you are vulnerable (if you need a support service because of your age or a disability).

### The rent

Rent payments will show on your account within two working days. You can view your rent account via **My Tenancy**, and request a balance or a statement by texting us.

We will send a statement to every resident annually and on request.

We will give you advice and support to help you manage your rent account.

## Repairs

### Reporting a repair

If you have gas central heating, report breakdowns to our contractors **Clairglow on 0800 074 8055** during working hours. Report all other repairs to Keniston. We aim to complete repairs promptly, within these times:

- **Emergency** 24 hours
- **Urgent repair** 3 working days
- **Non-urgent repair** 10 working days
- **Routine repair** 20 working days

### Out-of-hours service

Our emergency repairs service operates **24 hours**, every day of the year. The association provides this service to make safe and prevent possible damage to the property, any associated repairs will be carried out in normal working hours. **For breakdowns to gas heating or other emergency repairs outside office hours, please call 01689 889700 and choose options or Clairglow (heating/hot water) or BAS (other emergency repairs).**

# SERVICE STANDARDS

## Quality checks

Providing a quality service is important to us. Keniston uses different ways to check that we are doing this, including:

- asking all tenants to tell us whether they are satisfied with the completed repair
- inspecting a sample of completed jobs
- phoning a sample of tenants who have had repairs

Your views are important so please tell us what you think. We follow up all concerns raised.

## Planned and major repairs

You may have to wait some time before we can do planned maintenance or major repairs in your home. It is more cost-effective for us to deal with some things, such as window repairs, heating, kitchen & bathroom renewals across a scheme, rather than individually.

### We will:

- give you the best information we can about future planned works programmes;
- give you choices on matters such as kitchen unit styles, colours and finishes;
- keep you informed throughout the duration of the work;
- minimise disruption to residents and neighbours.

**Want to know more?** Ask for a copy of our [Repairs and maintenance](#) leaflet.

## Choosing contractors

Attitude is as important as technical ability. Contractors on our approved list must be:

- able to provide an efficient, good-quality service
- financially sound
- polite and helpful

We regularly review contractors' performance and always follow up any concerns.

## Involving residents

We encourage residents to have a say in making the decisions that will affect the services you receive. We offer a variety of ways to do this. Every resident can join our [Resident Panel](#). These are residents who are interested in working with us to help shape our policies and procedures and monitor our performance.

### We will:

- consult you on proposals which relate to how we manage your home
- tell you the outcome of these consultations
- hold meetings with residents at each of our schemes at least once a year - to discuss matters of interest or concern such as the service charge
- invite you to suggest items for discussion
- send notes of meetings held with 20 working days
- help and advise residents about forming a residents' group or association
- produce a newsletter normally three times a year and encourage residents to contribute to it

We encourage residents to become members of our Board – the body that runs Keniston. If you think you might be interested in this, please contact Jonathan Card or Sue McDonnell at our office.

**Want to know more?** Ask for a copy of our [Community Involvement Policy](#).

# SERVICE STANDARDS

## Unhappy about our services?

We work hard to achieve these standards but occasionally things do go wrong. When there is a problem we want to try to make sure it doesn't happen again.

We need to hear from you if you are unhappy so we can investigate the matter, try to put the problem right and learn lessons for the future. Our complaints procedure aims to make it easy for you to tell us about your complaint and be confident of our full attention.

**We will accept complaints in writing, by phone, in person or by email. You can request a complaints form or find one on our website.**

When an issue is raised with us we try to resolve it straight away. Where this is not possible we will acknowledge complaints **within five working days** and send a **full written reply within ten working days**. If a reply is likely to take longer, we will tell you why and when you can expect a response.

**Want to know more?** Ask for a copy of our **Complaints Procedure**.

## Timescales

**We aim to respond to phone calls within specified timeframes:**

Emergency – 24 hours  
Urgent – 2 working days  
Non urgent – 10 working days

We aim to respond to all letter and email correspondence within 10 working days. If your enquiry is urgent, please call us instead. If we cannot respond within these times, we will keep you updated

We will maintain the structure of your homes and any shared areas and facilities to a high standard. **We will carry out repairs within specified timeframes:**

Emergency – 24 hours  
Urgent - 3 working days  
Non urgent – 10 working days  
Routine – 20 working days

We will tell you when you can expect your repair to be done and update you if there is going to be a delay.

## Hard to read?

If you would like this document in another format, such as large print or a coloured background, or if you would like this or any of our leaflets translated into another language, please contact our office:

**Address:** Keniston Housing Association  
13 Artington Close, Farnborough, Kent BR6 7UL  
**Phone:** 01689 889700  
**Email:** enquiries@kenistonha.co.uk

*Keniston is overseen by a governing Board. We are regulated by The Regulator for Social Housing; our registration number is L1965. We are a registered provider of housing also registered with the Financial Conduct Authority as a Co-operative and Community Benefit Society, number 19475R. We are a member of the National Housing Federation which represents the social housing sector.*