

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 are Keniston's public commitment to an excellent service. We will regularly review and update them and 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

Everyone at Keniston, our external partners and customers are required to:

- Treat people fairly and not discriminate
- Acknowledge and value everyone's differences
- Comply with the relevant legislation, statutory codes and guidance

We want Keniston to have a culture of fairness where everyone we deal with is treated with respect and dignity. We will work in ways that promote inclusivity and value diversity, and work in ways that reduce barriers to accessing our homes, services, and jobs.

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

Contacting us

Our Customer Service Team are your first point of contact and aim to resolve your queries. If they need to progress your query further, they will inform you who will be dealing with it and when to expect a response.

Our [office](#) is open from 9am to 12.30pm and 1.30pm to 5pm, Monday, Tuesday, Thursday and Friday for pre-booked appointments only. We are closed weekends and bank holidays. Our phone line is open 5 days per week at the same times - **01689 889700**. We run a 24/7 out of hours emergency service via the same number.

Our [My Tenancy](#) online service is available 24/7. Register at our website 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 back.

What you can expect from our staff

We want you to have a positive experience with Keniston so we will:

- Always be friendly and treat you with respect
- Be there to help if you need it
- Make it easy for you to contact us and find the information you need
- Keep you informed with clear and timely information

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

- [Respect](#) Valuing diversity and treating everyone fairly as individuals
- [Openness](#) Listening, being accessible, and communicating clearly
- [Inclusivity](#) Our culture is one in which everybody matters
- [Integrity](#) Building trust by doing what we said we would
- [Excellence](#) Taking pride in providing the best customer experience

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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. **We aim to respond to phone calls within:**

Emergency	24 hours
Urgent	2 working days
Non urgent	5 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 aim to provide feedback from meetings and surveys within 20 working days where reasonably possible.

We will respond to reports of:

Domestic abuse or hate crime within 24 hours

High risk anti-social behaviour within 1 working day

Medium and low risk anti-social behaviour within 5 working days.

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.

We will provide translation and interpretation services when necessary to make sure everyone has equal access to services.

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 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.

If you need to talk to a member of staff confidentially, we will respect your wishes and needs when arranging an interview or visit. These 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, and publish an annual report on our performance for residents. 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** 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

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).**

Health, safety and compliance

We shall make sure your homes and communal areas are safe for you and your visitors and ensure we comply with the regulatory standards in all areas of compliance and safety. Examples will include carrying out gas safety inspections annually; electrical safety checks every 5 years and regular risk assessments.



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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 decisions that will affect the services they receive. We offer a variety of ways to do this.

Every resident is welcome to join our [Resident Panel](#). Members 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 and 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 any meetings held
- invest in communities and estates using our 'Better Homes, Better Neighbourhoods' fund
- involve residents in improvements to their surroundings via walkabouts and resident meetings. Residents can make suggestions at any time
- use your feedback from walkabouts, meetings and surveys to create annual Estate Action Plans that you can find published on our website
- help and advise residents about forming a residents' group or association
- produce a Talkback newsletter three times a year and encourage residents to contribute to it

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



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What we expect from residents

We expect you to:

- treat our staff and contractors with courtesy
- keep your details up to date and give us feedback on our services
- look after your home and keep your gardens and/or communal areas tidy
- report repairs as and when they arise and allow reasonable access to your home
- pay your rent on time and work with us if you need support
- abide by your tenancy or lease agreement and report any incidents or anti-social behaviour
- notify us if you suspect tenancy fraud or a property has been abandoned
- be a good neighbour allowing everyone to enjoy their home

Unhappy with our services?

We work hard to achieve high standards but occasionally things do go wrong. When there is a problem we want to try to make sure it doesn't happen again. If things go wrong, residents will have simple and accessible routes for raising issues. We will make our complaints process easy to follow and respond within specified timescales:

We 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 your complaint within 5 working days
- Send a full written reply with 10 working days
- Let you know if this is going to take longer than expected

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

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.