



Tenants Service Charter

Our service standards

This leaflet is about the Hounslow Homes tenants' charter. If you require a copy of this in your language, large print or Braille, please contact us on 020 8583 2299 or minicom 020 8583 3122.

આ પત્રિકામાં, તમારા ઘરનાં બાંધકામમાં વાપરવામાં આવેલ એસબેસ્ટોસ નામનું પદાર્થ (ન બળે એવું ખનિજ) સંબંધી જણાવે છે. જો તમને ગુજરાતીમાં વધુ માહિતી જોઈતી હોય તો, કૃપયા ટ્રાન્સલેશન સર્વિસને આ નંબર પર સંપર્ક સાધો: 020 8583 2294

Gujarati

यह पत्रिका आपके घर में ऐसबैसटोस (एक न जलने वाला खनिज) के बारे में है। यदि आपको हिन्दी में और जानकारी चाहिए तो कृपया ट्रांसलेशन सर्विस को इस नंबर पर फोन करें: 020 8583 2520

Hindi

Warqaddani waxay ku saabsantahay asbestoska gurigaaga gudihisa, haddii aad rabto macluumaad kale oo luqaddaada ku qoran fadlan ka wac adeegga tarjamadda 020 8583 2299.

Somali

یہ لیفٹ آپ کے گھر کی تعمیر میں استعمال ہونے والے امیٹریل ایسبیسٹاس کے متعلق ہے۔ اگر آپ کو اس کے متعلق مزید معلومات کی ضرورت ہے تو براؤ کرم ٹرانسلیشن سروس کو اس نمبر 020 8583 2299 پر فون کریں

Urdu

ਇਹ ਪਰਚਾ ਤੁਹਾਡੇ ਘਰ ਦੀ ਇਮਾਰਤ ਵਿਚ ਪਾਈ ਜਾਣ ਵਾਲੀ ਐਸਬੈਸਟਸ (ਇਕ ਨਾ ਜਲਣ ਵਾਲਾ ਖਣਿਜ) ਬਾਰੇ ਹੈ। ਜੇਕਰ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿਚ ਹੋਰ ਜਾਣਕਾਰੀ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: 020 8583 2299

Panjabi

این نشریه در مورد اسپستوس در داخل منزل شما می باشد.
اگر به اطلاعات بیشتری به زبان خودتان نیازمندید، لطفاً با
خدمات ترجمه با شماره 020 8583 2299 تماس حاصل نمایید.

Farsi

The first version of this service charter was launched in September 2002 and the second in June 2004. This is the third version and reflects new services and standards which have been agreed over the last 12 months.

We will monitor these standards and report to you in Hounslow Homes News which is what you asked us to do when we carried out a survey on this issue. We will also put our Management Information Reports on display in our reception areas. These reports tell you how we are performing. They can also be seen online at www.hounslowhomes.org.uk

Hounslow Homes' mission statement:

“To deliver excellent housing services and encourage the development of sustainable local communities”

Hounslow Homes' objectives

In order to put our mission into practice, we have four key aims:

- ➔ To deliver excellent housing services with a commitment to continuous improvement.
- ➔ To deliver the ‘decent homes’ programme and secure a long-term investment for council housing.
- ➔ To create opportunities for the development of sustainable communities.
- ➔ To develop partnerships to take advantage of the Government’s ‘freedoms and flexibilities’.

Our values

- ➔ We will at all times endeavour to put our customers first.
- ➔ We will put customer consultation and feedback at the heart of our operational practice.
- ➔ We will ensure that all of our services are fairly and equally provided.
- ➔ We will invest in the development of our organisation and its workforce.
- ➔ We will become a learning organisation and encourage a culture of entrepreneurship within a social enterprise.
- ➔ We will establish leadership through effective governance and accountability.

Our mission statement, objectives and values confirm Hounslow Homes' commitment to make a positive contribution to our customers by providing high quality housing services and by participating actively in the community and promoting community cohesion.

Hounslow Homes is fully committed to equality of opportunity for all people, with positive regard and fair treatment for all our communities regardless of age, colour, ethnic or national origin, nationality, race, appearance, religious belief, gender, marital status, sexuality, responsibility for dependents, disability, HIV or AIDS status, trade union or political activity and any other disadvantaged group in society.



Our Call Centre is open from 8.00am to 8.00pm from Monday to Friday and from 9.00am to 12.00 noon on Saturday.

Contact the Call Centre on freephone 0800 085 65 75, minicom 0800 389 98 21 or e-mail them at housing.repairs@hounslowhomes.org.uk

You can:

- ➔ Report a repair
- ➔ Check the progress of a repair you have asked for
- ➔ Change an appointment for a repair to be carried out

Please remember that as a tenant you are responsible for some repairs, including:

- ➔ Sink plugs and chains.
- ➔ Glass in internal walls, doors and cupboards
- ➔ Fencing (unless your property is on a main road and you have children under 5 years old).
- ➔ Internal decorations.
- ➔ Kitchen appliances (e.g. cooker, washing machine etc.).
- ➔ Door key replacement.

This list is not exhaustive. You must refer to the 'Reporting your Repairs' booklet for the full list.

If you are a leaseholder you will have additional responsibilities for repairs to your flat or maisonette as set out in your lease.



Emergency calls

If you have an emergency (e.g. no electricity, a burst pipe etc.) and the call centre is closed, then please call our out of hours repairs team on 020 8583 2222.

Housing receptions

These are open each week day between 9.00am and 5.00pm and (by appointment only) between 5-5.30pm every Thursday. You can visit us to talk about your tenancy, anti-social behaviour, your estate, your rent or any other issue concerning you.

Alternatively you could telephone a Customer Information Officer for the area in which you live:

Central Area (for tenancies in Hounslow, Isleworth Heston and Cranford)

020 8583 4382

minicom 020 8583 3959

e-mail info.housingcentral@hounslowhomes.org.uk

East Area (for tenancies in Brentford and Chiswick)

020 8583 4220

minicom 020 8583 4276/4390

e-mail info.housingeast@hounslowhomes.org.uk

West Area (for tenancies in Feltham, Bedfont and Hanworth)

020 8583 4383

minicom 020 8583 4387

e-mail info.housingwest@hounslowhomes.org.uk

Some of our services can be accessed via our website at www.hounslowhomes.org.uk and you may find it more convenient to contact us this way.



We will ensure that information and correspondence about our services is available to you in your language or the format of your choice and we offer a range of communication aids. These include:

- ➔ Type talk (minicom)
- ➔ Audio tapes
- ➔ Braille
- ➔ Loop systems
- ➔ Large print
- ➔ Sign language interpreters



Visiting our receptions

We will ensure our housing offices have clearly displayed opening hours.

We will ensure that our housing receptions are physically accessible.

We will endeavour to keep reception areas clean and tidy.

Our staff will wear identity badges which show their name.

Our staff will behave in a professional, polite and courteous manner.

If we ever have to close our offices we will:

- ➔ Make sure we tell you when the office will re-open.
- ➔ Give you information about appropriate emergency services and other available options.
- ➔ Let you know if we have to cancel an appointment and arrange another time.



Appointments and interviews

We will ensure our ticket queuing systems in our receptions have clear instructions as to how to use them.

If you do not have an appointment to see a housing officer we will operate on a first come first served basis.

We will try, whenever possible, to offer a choice of times and to provide an appropriate interviewer for any needs you tell us about.

We will make sure that requirements for appropriate interpreters/signers are identified and arranged as soon as possible.

If you need to discuss a confidential or personal matter we will make sure that you can do so in a private interview room.

We will make sure you know that you can bring someone to an interview with you if this would be helpful to you.

We will aim to meet with tenants promptly for interviews or apologise if we are delayed.



Visiting you

When we need to visit you, we will give you a choice of appointment times.

There are some occasions when we will not offer appointments, normally when we are carrying out assessment work e.g. tenancy checks. This is to ensure properties are legally occupied by the correct tenant and have not been vandalised or abandoned etc. Tenancy checks also enable us to identify and target services to our more vulnerable tenants.

We will keep appointments or tell you if we need to cancel and rearrange.

We will confirm any agreed action in writing.



Corresponding with you

We will answer all letters, information requests and emails within 10 working days, or write within that time to explain the delay in giving you a full answer. Our Service Managers will ensure that they take ownership of the issues you raise with them and that an appropriate response is sent to you when they have completed any investigations which prove to be necessary.

We will write in 'Plain English'.

We will make sure that the full name, address, telephone number and other contact details of the writer are clear on any correspondence we send to you.

Our staff will put an 'out of office' message on e-mail addresses which will include their date of return and an alternative name to contact for emergencies.



Telephone answering

We will answer the telephone within 20 seconds.

In some circumstances we may direct calls to an answer-machine or voicemail facility.

We will respond to any messages left on answer-machines or voicemail within one working day of our staff returning to work.

When we answer the telephone, we will tell you our name and what section we work in. If we need to re-direct your call, we will tell you why and who we are going to send the call to.



Working in your home

Our staff or contractors who work in your home will:

- ➔ Not start work to the outside of your home without letting you know.
- ➔ Arrange appointments with you if they need access to your home.
- ➔ Apart from emergencies, only work between 8.00am and 6.00pm Monday to Friday, unless otherwise specifically agreed.
- ➔ Keep safe all the materials and equipment used on site.
- ➔ Take away building rubbish from gardens and other areas outside of your property.
- ➔ Keep your home secure at all times.
- ➔ Try not to damage your garden plants and if this is unavoidable we will tell you beforehand.



- ➔ Show you their ID before entering your property.
- ➔ Be clean and tidy in appearance.
- ➔ Not use radios without your permission.
- ➔ Not smoke in your property.
- ➔ Use dust sheets and protective covers to protect your possessions.
- ➔ Be polite and clear as to what they will be doing in your home.
- ➔ Ensure that at the end of each day you have working gas, water, electrical, heating and cooking services or an alternative.
- ➔ Respect your cultural priorities or personal circumstances.
- ➔ Take meal and comfort breaks away from your property.

You have the right to refuse to let people into your home if you are not happy about their behaviour (except in an emergency).

What we expect from you

We expect our staff to be polite and courteous when they speak to our tenants. We believe that our staff are entitled to expect our tenants to act in the same way.

If any tenants are abusive or violent towards our staff, this will be considered unacceptable and we will take any action available to us under the terms of the tenancy agreement. It may also affect our ability to deliver services to you.



Getting involved

Hounslow Homes want to encourage tenants to be involved in making decisions about their homes and estates and the services they receive. As you live in one of the properties managed by Hounslow Homes you will know better than anyone what needs to be done to improve the services we provide. We want to hear what you have to say.

There may be a Residents Group or Association on your estate that is already trying to do something. If there is no Resident's Group, the Tenant Participation Officer for your area will be pleased to talk to you and help you. You can contact your Tenant Participation Officer at the area office address set out earlier in this leaflet.

There is the Hounslow Tenants Compact available which is an agreement between Hounslow Homes, the London Borough of Hounslow and the Hounslow Federation of Tenants' and Residents' Associations (HFTRA). It covers more information on commitments to tenants and leaseholders, such as:

- ➔ sharing information
- ➔ giving residents groups support and resources
- ➔ training residents
- ➔ giving residents the power to make decisions
- ➔ working in partnership
- ➔ increasing diversity of those taking part.

Please ring our Tenant Participation Officers through your area office general number if you would like a copy of the agreement. Our research shows us that many of you prefer to be involved by simply responding to surveys and we will ensure that this remains a key element of our consultation strategy.



Our repairs service

We aim to carry out 95% of emergency repairs within 24 hours. We will tell you if your repair is an emergency when you report it. We also aim to carry out all non-urgent work within 12 working days and to complete 90% of all communal repairs within our target timescale.

We will arrange an appointment with you for any (non-emergency) repairs where we need access to your home. We aim to keep at least 95% of these appointments.

We aim to service all gas heating and hot water boilers every year.

We will ask all our tenants who have major work done to their home, including kitchens and bathrooms installed as part of our 'decent homes' programme, if they are satisfied with the job, we expect 90% of tenants to say that they are satisfied.



Estate services

We aim to remove 99.5% of offensive (e.g. racist) graffiti within 2 working days and 96% of all non-offensive graffiti within 7 working days.

We will publish details of our caretaking and cleaning standards at each location where a service is provided, so you know what will be done and how often. Ring us on 020 8563 6300 if you cannot see one on your block or estate.

We will provide a gardening service. We will ask you for your views about the service every year. We expect 70% of our customers to express satisfaction.

We will remove abandoned and dangerous vehicles from our estates. We will remove 99% of them within 2 days if they are dangerous or 7 days otherwise from the date they were reported to our contractor.



Tenancy management

When you move into one of our homes we will give you an information pack about your property and local area. We will also carry out a resettlement visit within 6 weeks of your moving in - to check you are fine and the property and services we provide are meeting your expectations.

We will give you advice on welfare and housing benefit whenever you need it, but we do aim to collect all rent that is owed to us. We will take recovery action against any customers who do not pay their rent.



Anti-social behaviour

Occasionally some of our tenants will experience problems to do with noise or neighbour nuisance. In some cases, this can even take the form of racial harassment, other forms of harassment and domestic violence. We are committed to working with our partners e.g. the Police and Mediation Services, to eradicate these problems and to deal with the perpetrators. We have set up a specialist Anti-Social Behaviour (ASB) unit. You can contact them on the general enquiries number for your area (see page 6).

Our ASB team includes:

- ➔ A Professional Witness service to help us bring cases to court.
- ➔ Legal advisors
- ➔ A concierge service on some of our larger estates

- ➔ A mobile neighbourhood warden service
- ➔ Specialist ASB estate managers

Every year we ask our customers if they are satisfied with the services we provide in this area. We aim to improve the satisfaction ratings year on year.



Independent living for older people

Hounslow Homes works in partnership with the London Borough of Hounslow to house, provide housing related support and reassurance to people in the community who have particular needs.

This includes:

- ➔ tenants living in sheltered accommodation
- ➔ anyone in the community who may benefit from the reassurance provided by Linkline, the Community Alarm service. This service is provided 24 hours a day, 365 days a year.

We aim to:

- ➔ visit tenants in sheltered housing 6 times a week provided the tenant has agreed for us to do so
- ➔ visit all sheltered tenants within an hour in emergencies
- ➔ contact all Linkline users who have not contacted us for more than 6 weeks
- ➔ replace all faulty alarms within 24 hours if the fault is reported to us between Monday to Friday

We ask our sheltered housing and linkline tenants every year if they are satisfied with the services we provide. We expect at least 90% to express satisfaction.



Home ownership services

The Home Ownership Unit provides services to tenants who want to buy their property. It also provides services to leaseholders and service charge paying freeholders who have already bought properties, either from the Council or on the open market.

We aim to issue 95% of response notices to right to buy applications within 28 days, and to issue 95% of offer notices, detailing price and conditions of purchase, within a further 8 weeks for houses or 12 weeks for flats & maisonettes.

We will collect 100% of the service charges owed to us and we will take action to recover these costs under the terms of the lease if we need to do so.

We are committed to improving the services provided to leaseholders and we have issued an information handbook explaining the services they can expect to receive. We have a Leaseholders Forum so that leaseholders can discuss with officers the services provided and the policies underpinning them.

We are committed to improving leaseholder satisfaction. We ask service charge payers what they think of the services we provide annually and we expect satisfaction levels to rise.

You can make an appointment to visit the Home Ownership Unit by calling one of the following area office numbers:

Central Area: 020 8583 3417

East Area: 020 8583 4295

West Area: 020 8583 3418

or email to: home.ownership@hounslowhomes.org.uk

or write to: Hounslow Homes Home Ownership Unit
21 High Street, Feltham TW13 4AG



If things go wrong

Although Hounslow Homes is committed to providing excellent services to our customers, this doesn't happen all the time and you may want to let us know when something has gone wrong by making a complaint. If you are not getting the level of service we say we will provide we want you to tell us about it so we can put it right.

You may have a complaint because we haven't provided the quality of service we have said we would provide. Alternatively, you may not agree with our policies or practices. It doesn't matter whether the service is provided by one of our staff or a contractor or a partner, we need to know if something has gone wrong.

If you want to complain you need to contact our Complaints Officers at our Call Centre. You can:

- ➔ Write to us at the Call Centre Complaints Team, Ashmead Road, Feltham, Middlesex TW14 9NN.
- ➔ Phone us on 020 8583 3737
We also take Minicom/Typetext calls.
- ➔ Email us at complaints.team@hounslowhomes.org.uk or complete an online form at www.hounslowhomes.org.uk
- ➔ Fill in one of the complaints forms, available at all our reception areas and give it to a member of staff or post it to the Call Centre. If you need help, a member of staff will fill it in for you.

if things go wrong



The Complaints Officers will arrange, in the first instance, for the manager responsible for the service to reply to you. We will confirm receipt of all our complaints and we will write and tell you when you can expect a reply. This will normally be within two weeks of the date you made your complaint to us. If you are not happy with the reply you receive we will arrange for the matter to be independently investigated.

There is more information about Hounslow Homes services in our 'How to Complain' leaflet. Our Complaints Officers can send this to you or you can pick up a copy from our reception areas.



Hounslow Homes

Managing quality homes for  Hounslow

St Catherine's House
2 Hanworth Road
Feltham
Middlesex
TW13 5AB