

Service promises statement

Peabody Trust aims to provide excellent customer services and this document tells you what our service promises are. We will monitor these promises quarterly and report our performance to you annually on our progress. Each year we will review the promises in consultation with residents.

We will check how well we are monitoring these standards:

- through our monitoring procedures;
- by carrying out spot checks and audits;
- by using customer feedback from surveys and comments; and
- by analysing complaints.

This document tells you what our service promises are for:

- Repairs and maintenance
- Major and cyclical works
- Rent and service charges
- Lettings
- Estate management
- Community safety

Repairs and Maintenance

We will:

- take repairs requests over the telephone between 8am and 8pm Monday to Friday (24 hours for emergencies);
- carry out repairs within the following timescales:
 - Emergency within 24 hours;
 - Urgent within 7 days;
 - Routine within 4 weeks.
- provide appointments for repairs work between 9am and 5pm Monday to Friday;
- aim to complete repairs within one visit;
- aim to meet customer expectations in relation to the quality of repairs.

Major and cyclical works

We will:

- provide a variety of leaflets, posters, handbooks and other relevant information about majors work programmes;
- consult on any works carried out to your home, and give you the opportunity to get involved in the decision making process. Where possible you will be able to choose the design and layout of internal works;
- explain what work will be done in your home, and how long it will take;
- keep you informed about progress of works including any delays;
- treat your home with respect and leave your home and communal areas clean and tidy when carry out major works;
- where it is necessary to move you, you will be provided with alternative accommodation;
- inspect all work and will not hand it over until we are confident it is free from any defects;
- give you adequate notice prior to work being undertaken.

Rent and Service Charges

We will:

- give you notice of any increase to your rent and service charges – one month for assured rents and four weeks for secure rents;
- keep you informed about your rents and other payments;
- immediately contact you if you fall behind with your rent;
- refer you to someone who can offer you advice on benefits;
- consider your circumstances when agreeing repayments with you; and
- not continue with legal action if you stick to a payment agreement you have made with us.

Lettings

We will:

- carry out a full assessment of transfer applications within 2 weeks of receiving all of the information we need to make an assessment;
- reassess an open application when there has been a change in circumstances within 2 weeks of receiving of the information we need to make an assessment;
- process MoveOn applications within 2 weeks;
- process HOMES applications within 2 weeks;
- carry out a full assessment of a community lettings scheme application within 2 weeks; and
- process an application to swap your home (Mutual Exchange) within 42 days.

Estate Management

We will:

- carry out regular estate walkabouts with residents agreeing the dates and times in advance with the Residents Association and publicise these dates on estates;
- ensure Estate Standard Awards (Gold, Silver, Bronze) are awarded after every walkabout;
- make arrangements for bulk refuse to be removed from estates within 7 days of being notified;
- make convenient appointments available to residents who require a visit at their home by a member of staff;
- arrange for our pest control contractor to investigate a report of pest activity within 5 working days of being notified and will respond to emergency visits within 24 hours of notification;
- make information available on how to park safely and in accordance with policy on the Trust's estates.

Community Safety

We will:

- respond to all reports of anti-social behaviour within 5 working days;
- respond to a report of hate crime or domestic violence within 24 hours during working hours;
- ensure 100% of Hate Crimes and Domestic Violence cases have an initial investigation within 2 working days;
- keep you updated on progress; and work with our partners such as the local authority and police exchanging information and working jointly on cases where appropriate