

London Borough of Tower Hamlets

Customer Promise for Council Tenants and Leaseholders

# Customer Promise - All residents

## Accessing our services

Getting in touch with us

We will:

* Provide a range of ways to get in touch, including face to face, by telephone and online
* Offer you a home visit if needed and make an appointment to visit you at a convenient time
* Treat you fairly and with respect

When you ring us

We will:

* Answer your call promptly
* Speak clearly, tell you our name and which team we are in and let you know who has responsibility for dealing with your request
* If you ask us to call you back, we will do this within 48 hours (excluding weekends)

When you write to or email us

We will:

* Acknowledge your written enquiry or email within two working days
* Let you know the name of the person who is dealing with your enquiry
* Send you a full reply within 10 working days

When you visit our offices

We will:

* See you within 10 minutes of visiting our public offices. Face-to-face visits are by appointment only

When we visit you

We will:

* Be clearly identifiable when we are out and about in your neighbourhood and wear Tower Hamlets identification cards
* Introduce ourselves clearly and courteously
* See you at the time we agreed with you
* Contact you if we have to change an appointment
* Explain why we need to change an appointment and rearrange it for a time that is good for you

If things go wrong

We will:

* Acknowledge any complaint you make within two working days
* Be open and honest and do our best to put things right quickly and fairly
* Reply to your complaint within 20 days and offer you the right to appeal if you don’t agree with our reply
* Let you know how we have learnt from your complaint when we’ve got it wrong

Your communication needs

We will:

* Provide you with information in alternative formats when you ask us to
* Arrange for interpretation or translation if you need us to
* Read or explain written information if you would like us to

Knowing our customers

We will:

* Make sure the information we hold about you is up-to-date. You can also update your personal data via My Home]
* Use the information we collect to provide you with the best service we can
* Check to make sure all of our customers are benefitting from the services we provide
* Listen to what you are saying – not assume we know

Extra support if you need it

We will:

* Publish the details of what extra support is available to help you
* Ask you directly about any extra support you need and agree with you what we can offer

## Repairing and maintaining your home

Planned maintenance

We will:

* Maintain all lifts, dry risers, emergency lighting and communal water tanks as required by law

Improving your home

We will:

* Assess the condition of homes to ensure that major works are planned where needed
* Publicise our plans for what work we intend to do and when we intend to do it
* Consult with you before starting the work
* Agree a convenient time with you if we need to come into your home
* Carry out regular fire risk assessments and publicise results

## Your neighbourhood

Cleaning and gardening

We will:

* Carry out monthly estate inspections
* Publicise details of quarterly estate inspections which residents are encouraged to attend
* Keep your block and neighbourhood clean
* Remove offensive graffiti within 1 working day, and all other graffiti within 7 working days

## Parking

We will:

* Deal with your parking application within 20 working days
* Replace lost, stolen or damaged permits within 10 working days
* Take action against people who park illegally where TMO has been rolled out

## Anti-social behaviour

We will:

* Contact you within 1 working day for cases such as hate crime, threats of violence or aggression
* Contact you within 2 working days for cases such as noise nuisance and or misuse of communal areas
* Review and assess the details of the incident and assign the case to a relevant officer
* Discuss the next steps, including the help and support available to you
* Agree with you how and when we will update you throughout the investigation
* Be open and honest about what we can do
* Be realistic about the likely outcomes of any action we take – particularly legal action
* Ensure our neighbourhood patrols target the areas in most need
* Work in partnership with others to tackle anti-social behaviour

## Getting involved in what we do

We will:

* Make sure we provide you with opportunities and a choice of ways for you to get involved
* Let you know how things you have told us have changed what we do
* Let you know how we are performing at least twice a year
* Consult with you about issues affecting your home and neighbourhood
* Work with Tenants and Resident Associations
* Be proactive in sharing information

# Customer Promise - Tenants

## Paying your rent

We will:

* Offer a range of ways to pay your rent
* Advise you how and where to apply for Housing Benefit
* Contact you quickly if you owe rent
* Give you at least four weeks’ notice if we plan to increase your rent
* Offer to arrange free independent advice if you are having problems paying your rent

## Your tenancy

We will:

* Carry out a settling-in visit within four weeks of you moving in
* Make sure your tenancy information is accurate and up-to-date
* Investigate all tenancies that we suspect may be illegally subletting
* Provide you with information that explains what we do and what you need to do

## Repairing and maintaining your home

Repairs to your home

We will:

* Provide a 24 hour, seven days a week telephone service to report repairs
* Offer a choice of three appointment time slots Monday to Friday:
1. Morning (8 -10.30am)
2. Mid-day (10.30am - 2.30pm)
3. Afternoon (2.30 - 6pm)
* Offer an evening slot (6-8pm) for all new contracts except Fire
* Keep the repair appointment when we say we will
* Complete your repair correctly on the first visit whenever we can
* Carry out a gas safety check every year (if your home has a gas boiler or gas fire)
* Carry out a percentage of inspections to check the quality of the repair

## Buying your home

We will:

* Give you advice and support if you apply to buy your home
* Give you a decision about your application within four weeks
* Send you an offer notice within 12 weeks

# Customer Promise - Leaseholders

## Paying your service charge

We will:

Offer a range of ways to pay your service charge, including spreading your payments throughout the year

Send you an estimated service charge bill by 1st April each year covering the year ahead

Send you the actual service charge bill of the previous financial year before 30th September

Send you a statement of account every year, so you know what your balance is

Provide debt advice if you are finding it difficult to keep up with payments

## Repairing and maintaining your home

Maintaining the exterior of your home

We will:

* Programme works to maintain the exterior of your home

Carrying out major works to your home

We will:

* Consult you on major works ['Section 20'], and will listen to your views
* We will send you an estimate of your service charges (including major works) on 1st April
* Send a final bill for major works once the final accounts have been prepared and audited
* Offer a range of payment options and payment plans, to make it easier for you to pay your contribution