

Tenants First Housing Co-operative Housing Management Service Standards Charter

Approved: March 2008

Review: September 2009

This charter details the standards of service that our members, housing applicants and all customers can expect to receive from the Housing Management Section of Tenants First Housing Co-operative.

These standards were drawn up in consultation with members of the Housing Management Sub Committee and the Customer Relations Sub Committee which consists of Co-operative members. This Charter was formally approved by the Housing Management Sub Committee on 26th March 2008. These standards will be reviewed annually and every three years formal consultation with members will be carried out.

In addition to this charter we will publish these standards on our website. We will also publish the relevant standards in our information leaflets. This Charter will also be available at all our offices.

We will monitor our performance against these service standards and make the information available to you. Where monitoring highlights that we are not meeting the standards set we will explain to you the reasons for this and detail the changes that we intend to make to Housing Management Services to improve performance.

We will feedback performance information to members for all service standards on an annual basis for the period 1st April to 31st March. We will use a performance sheet to give this information to you and issue it alongside our summer newsletter. The Performance Sheet will contain a tear off slip asking for your feedback on the standards and your views on the performance information provided. We will also publish all performance information on our website and make the performance sheet available at all our offices. Our annual report will contain the most relevant performance information to the subjects being covered in it.

An annual analysis of formal complaints relating to Housing Management services will also be carried out to establish if any key trends emerge that should influence the service standards.

HOUSING MANAGEMENT SERVICE STANDARDS

Service Area: Management of applications for housing

Service Standards

We will aim to process all fully completed registration forms within 1 working day of receipt

We will aim to assess and input all fully completed priority passes within 5 working days of receipt

Service Area: Information and advice service on applications for housing

Service Standards

We will provide comprehensive advice and information to applicants on their housing options and survey housing applicants annually to ask them for their views on this service.

We will provide leaflets on 'How to Apply' in other languages to ensure maximum access to our housing

We will monitor the number of leaflets distributed and the use of the translation services.

Service Area: Voids

Service Standards

We will publish our void standards so that prospective members know what to expect in our properties

We will monitor demand for our empty properties via the number of bids made for every void

We will monitor the reasons why empty properties are refused

We will aim to let 100% of our properties within 16 days

We will aim to ensure that rent lost on empty properties for the year is less than 0.59% of the total rents the Co-operative received

Service Area: Allocations

Service Standards

We will review our Allocations Policy every year to make sure it is meeting housing need within the terms of the Housing (Scotland) Act 2001

We will monitor the type of housing need demonstrated by applicants

We will monitor applicants housed by age, gender and ethnicity

We will survey all members housed for their views on the allocations process

Service Area: Estate Management – the environment

Service Standards

We will inspect every garden twice during April to September
We will inspect every communal area every quarter
We will publish the standards we expect members to maintain in their gardens and communal areas
We will visit 100% of new members 1 month after moving in to make sure they are clear about their responsibilities as members
We will monitor the number of properties abandoned by members to establish if there are particular areas or types of properties that this is happening in

Service Area: Managing antisocial behaviour & harassment

Service Standards

We will respond to all serious anti social behaviour & harassment/neighbour complaints within 1 working day
We will respond to all other complaints within 5 working days
We will monitor referrals to other agencies who can help and provide support in dealing with antisocial behaviour & harassment
We will monitor the number of Notice of Proceedings issued for antisocial behaviour or harassment
We will monitor the use of Acceptable Behaviour Contracts
We will monitor the use of Antisocial Behaviour Orders
We will monitor evictions carried out and the reasons for these

Service Area: Maximising income, management of rent arrears and providing support to members in financial difficulty

Service Standards

We will aim to keep rent arrears below 2.71% of the annual rents that the Co-operative collects
We will aim to ensure that no more than 16% of members fall into arrears
We will aim to ensure that former members arrears stay below 2.05% of annual rents
We will monitor our referrals to our support projects ASSIST and SMART

[Return to Main Policy Index](#)