

ABOUT OUR SERVICE STANDARDS



THE BASICS: WE WILL ALWAYS

serve you **promptly, efficiently** and **fairly**

be **polite** and **respectful**

use our **common sense**

deliver what we promise

give **good value** for money

be **easy to contact** in working hours and **quick to respond**

be **realistic** about what we can and cannot do

be **consistent**: you will get the same correct answer from all our staff

apologise if our standards fall short and put matters right

learn from our mistakes.

MEASURING YOUR SATISFACTION WITH OUR SERVICES

To find out how you view us we ask you questions based on the **tenant satisfaction measures** drawn up by the Regulator of Social Housing. Researchers Acuity used these for our last two-yearly tenants survey in autumn 2023.

The results let you, us and our regulator see how we compare with similar housing services in England and Wales.

We also have to show to our board hard evidence that we are meeting the regulator's **consumer standards** for:

- safety and quality
- transparency, influence and accountability
- neighbourhood and community
- tenancy.

ASKING FOR YOUR VIEWS: WE USE

our **two-yearly survey** of your views, carried out for us by an independent survey team

calls to our customer team which we record for feedback, monitoring and training

our **annual visit to each one of you at your home**. Our *Staying Connected* visits give you a way to tell us one-to-one your views on our service and standards

one-off or regular surveys to get feedback on particular services online, by phone or in writing

notes of **what you tell us in person** or in **group meetings**

feedback we ask from you if we have helped you with a serious matter relating to your home, tenancy or neighbourhood

your **complaints and compliments**, to identify where we fall short or make the grade

inspections of completed repairs to check our required standards are being upheld.

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GET IN TOUCH WITH US

- call in at our estate office at **60 Morland Mews, Islington N1 1HN**
- phone **020 7704 2324**
- email info@barnsbury.org
- website barnsbury.org



REPORTING PERFORMANCE: WE DO THIS

formally every two months to your **resident panel**

in our **newsletters** to you, both printed and emailed

on our **website**

in our **annual report and calendar**, which we publish at the end of each year

in our **published returns to the social housing regulator**, giving all information relevant to both its tenant satisfaction measures and its consumer standards

in **reports to our board members**, all volunteers with skills and experience directly relevant to our housing services.

WE USE PERFORMANCE STATISTICS:

when we consult the **resident panel** and your **tenants and residents associations** over new ideas or proposals

in talks with tenant groups set up to advise us on **local** or very **specific services**

when **reviewing and auditing tenancies** to check we are doing what we said we would

to assess how our **services, policies and strategies** might impact on each of you individually

to detect and respond to unusual trends or patterns in, for example, rent payments or complaints

at our leadership team's **monthly reviews of active caseloads** on matters from housing disrepair to antisocial behaviour

to check we are honouring **promised timescales**

to identify **staff training** needs

to discuss and agree ways to **improve how we handle cases** of antisocial behaviour, domestic violence and hate crime and other unwelcome activity

to **compare** how well we compare with other similar housing providers.

TREATING YOU FAIRLY AND SENSIBLY

We do our best to treat all of you **fairly**, to **respect** and **be sensitive to your personal needs** and to **avoid** causing you **discrimination or disadvantage**.

We follow the accepted **good practice** for our sector and we comply fully with the **Equality Act 2010**. This law makes it illegal to discriminate against or intentionally harass anyone because of their:

- age
- disability
- gender reassignment
- marriage or civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation.

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DO YOU NEED HELP TO READ OR UNDERSTAND SPOKEN ENGLISH?



If English is not your first language we can get some documents **translated** and/or can use a **translator** when we need to talk with you.

HELPING WITH HEARING, SIGHT AND MOBILITY



If you have **limited hearing** we can use specialist hearing aids, like a **loop**, and some of our staff are **trained signers**.



If you have **partial** or **declining sight** we can provide written material on **audio-tape**, in **large print** or may be able to get documents printed in **braille**.



Some of you have a home adapted for a **health condition** or you may over time **need adaptations**.

We can do minor works like fitting **grab rails** in your home or can arrange for it to be assessed by an **occupational therapist**. We also have a very small number of ground-floor homes designed for people with **limited mobility** or who **use a wheelchair**.

For us to usefully understand why and how any of these **'protected characteristics'** applies to you we ask you to tell us when you first sign up to your tenancy with us and on our *Staying Connected* visits.

We use what you tell us to better understand the potential impact on you of our rules, policies and day-to-day actions.

Confidentiality: we never share your personal information unless we have to do so for specific legal reasons.

If you think we are not meeting our service standards please tell us.

IN RETURN WE ASK THAT YOU

MANAGING YOUR HOME

make sure you **understand your tenancy agreement**

be **respectful and polite** to staff

make sure your **rent is paid on time**, in advance, every week

pay back your arrears if you fall behind with your rent

tell us if your **contact or personal details change**

tell us of **any significant change to your household**, including anyone moving in or out

tell us if you **need help or support**, and use it

do not swap home without our consent, in writing.

LOOKING AFTER YOUR HOME

make sure you **understand your repair responsibilities** and ours
report any repairs that are our responsibility to us **promptly**

let our staff and/or contractors into your home when we ask

check with us before you start any improvement works to your home. You may need our written permission. Small repairs and minor changes like shelves or hooks are fine.

report damp and mould to us without delay

keep **tidy** and **well looked after** any space you have **outdoors**

GOOD NEIGHBOURS

be **considerate and polite to your neighbours**

do not store anything in parts of the building **you share**

use your **rubbish and recycling facilities** responsibly

if you have a **pet**, **always clean up after it** and keep it under good control

make sure visitors treat your home and neighbourhood with respect.

PLAIN ENGLISH & CLEAR DESIGN

We do our best to keep our **language plain** and direct. We also try to keep the **design** of our written material **simple and clear** - and we have plans to improve our website.

Please tell us if and how you think we could improve the writing and design of any of our online or printed material.

RECRUITING STAFF

We try by following good recruitment practices to make sure our staff profile broadly reflects the communities we serve.

HOW TO COMPLAIN OR MAKE A SERVICE REQUEST

We sometimes get things wrong or make a mistake. If you let us know we can put things right, apologise, and try to avoid it happening again, to you or to anyone else.

To make a complaint about a service, about anyone working for us, or to request a one-off service from us:

- **tell any of our staff**
- call us on **020 7704 2324**
- email **info@barnsbury.org**
- write to **4-6 Colebrooke Place, London N1 8HZ**
- online at **barnsbury.org**