

# Service Standards

2023





## Communication

- We will answer calls within 2 minutes. At busy times this may be longer, and you may like to use our call back service which guarantees a call back later the same day.
- You will receive an acknowledgement to your letter/email and your query will be passed onto the relevant team within 10 working days.
- We aim to visit you in your home should you wish. In some circumstances this may not be necessary and we will be able to resolve any issues/queries over the phone, but this will be reviewed on a case by case basis.
- Our phone lines are open 8.45am–5pm Monday – Thursday and 8.45am–4.15pm on Friday. We will provide an emergency telephone service 365 days of the year.

- We will aim to provide a resolution at the first point of contact. Where that is not possible, we will provide a progress update within 10 working days. Should more time be required to investigate the matter we will provide a timescale of when a full response can be expected.
- New tenants will receive 1 home visit as a minimum within the first year of their tenancy. This will be completed by a Neighbourhood Officer within the first 3 months of the new tenancy commencing. We may also carry out a second home visit at the 9 month stage, which will take place at a tenants home or in some circumstances via a phone call.
- We will respond to reports of Anti-Social Behaviour within 5 working days unless assessed as urgent high priority case, which we will be respond to within 1 working day. Some examples of these would be any form of domestic abuse or if there is serious threat to harm. The tenant/member of the public will be given a named Neighbourhood Officer as a contact for the case. For more information, read our anti-social behaviour help sheet by [clicking here](#).

## Quality

- We will aim to complete emergency repairs within 24 hours, urgent repairs within 5 working days and routine repairs within 20 working days. There may be certain circumstances where we are unable to carry out these timings if additional work is identified. If this is the case, we will keep you informed with any new timescales and any further appointments you might need.
- We will agree to organise a repair appointment time slot and date.
- We will aim to complete your repairs right first time. We may not be able to carry out the repair first time if additional work is identified and/or other materials are needed. If this is the case, we will keep you informed with any further appointments you might need.
- We will keep you informed about the progress of your repair.
- We will carry out annual safety inspections of the heating systems.



- We will prioritise repairs for potentially dangerous situations.
- We will maintain all properties to the Decent Home Standard. To find out more [click here](#).
- We will ensure properties for let meet the Saffron property standard. To find out more [click here](#).
- We will remove graffiti that is offensive within 24 hours.
- Neighbourhood Officer Estate Inspections will take place every quarter.
- We will respond quickly and effectively to reports of abandoned properties (usually within 1 working day).
- We will respond quickly and effectively to reports of fly tipping.

## Support

- We will refer you to tenancy support services where a need is identified.
- We will offer support to witnesses in legal enforcement cases, including a named Tenancy Enforcement Specialist who will attend court with them, and refer to victim support services.

## Voice and influence

- We will work with tenants and tenant groups to improve the delivery of future services.
- We offer all tenants the opportunity to feedback on the service they are receiving. They can become a Saffron Community Member and join one of our two groups:
  - **Tenant Scrutiny Group** - with the support of Saffron, you will scrutinise and influence performance, processes, and policies. There is a direct link to our Board so they can hear the tenant voice.
  - **Tenant Communication & Support Group** - with the support of Saffron, you will oversee, monitor, and influence communication

between Saffron, its tenants, and residents, and help with tenant-to-tenant support and communication. To find out more, [click here](#).

## Community Foundation

- We will work closely with tenant groups and Saffron Community Members to seek their views about how the work of the foundation can help people and communities.
- We will offer support and guidance to you.



## Complaints

- We aim to resolve complaints at the first point of contact. Where that is not possible we will provide a full response to a complaint within 10 working days. Should we need more time to investigate the complaint, we will advise you when you can expect a response.
- All tenants will receive a telephone call or acknowledgement in writing within 3 working days to discuss the issues raised.
- Acknowledgement letters will include the name of the person who will deal with your complaint.
- We welcome your feedback, good or bad, to improve service quality.
- We will provide a clear and transparent complaints process. To find out more [click here](#).



## Accountability

- We will provide information about our performance to the tenant groups, Saffron Community Members and wider tenants. [Click here](#) to find out more.
- With the support of the tenant groups, we will understand what services tenants want and how they are delivered.
- We will take information from both tenant groups who will scrutinise and ensure that communication is improved.
- We will ensure that the tenant group recommendations are reviewed by the Board.





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