



Service Promise

Our promise to you



The Hyde Group

Service Promise...

our promise to you

This Service Promise sets out the standards of service that you can expect from your landlord. It was **written with residents** and covers the parts of our service that you told us matter most to you. We will regularly review these standards with residents to make sure they still reflect your priorities and aspirations.

The **Hydewide Residents Voice helped set these standards**, and **Hydewide Residents Eye will check regularly** that we are meeting them.

Each of the standards has a clear measure agreed so that Hydewide Residents Eye can check how we are doing and report back to you each year.

The standards are designed to provide the highest quality service, meeting resident needs within available resources.



We will ensure **customer services** are accessible, monitored and use your feedback

Customer access

You can contact us by telephone, fax, email, through our website, by letter or in person at your local office. We have 14 offices across the Hyde Group, which are open for general enquiries Monday to Friday 9am to 5pm.

Some offices have longer opening hours where local arrangements have already been discussed with residents.

We aim to ensure our offices are accessible to all and will make adjustments or alternatives for service provision where required.

Our telephone service will be available Monday to Friday 8am to 6pm.

- We will give you the name and contact details of the person dealing with your enquiry.

- We will treat all enquiries courteously, fairly, professionally and with respect.

- We will regularly check that our services are fair and do not discriminate.

- We will make sure our contractors follow our Code of Conduct.

- We will report regularly to you about how we are performing against our service standards, how we are prioritising our spending on services and achieving value for money, as well as our plans for further improvement.

- We will monitor levels of satisfaction and complaints, and use what we learn to improve our services.

- We will provide you with a wide range of opportunities to be involved, including shaping our current and future services.

For more details on our responsibilities as your landlord and your responsibilities as a resident, please consult your handbook or our website.

We will provide information that is clear and easy to understand, in different formats (providing translations, transcriptions into Braille or large text) when we communicate with you, or within 10 working days of your request. For further information on language translations, please refer to our website at **www.hyde-housing.co.uk**



We will listen and communicate clearly and quickly when you get in touch

We promise to:

- Answer 80% of phone calls within 30 seconds.

- Respond to your phone messages within 1 working day during working hours.

- Acknowledge all your letters and emails (including complaints) within 2 working days and respond within 10 working days.

- See you within 5 minutes if you have an appointment at one of our offices.

- Aim to resolve 80% of enquiries at the first point of contact. If we cannot resolve your enquiry immediately, we will tell you when we can.



Complaints matter and make a difference

We promise:

- To acknowledge all complaints within 2 working days and respond within 10 working days.

- For complex complaints, to agree with you a timescale for investigating and resolving your complaint as quickly as possible.

For further advice on our complaints process, and information about the Housing Ombudsman Service if it has not been possible to resolve your complaint through our formal process, please refer to your tenant's handbook, or our website, or contact your local office.



We will ensure your views help to improve our services

We promise:

- We will provide support and pay your reasonable expenses (such as travelling costs or child care) in a method convenient to you, to help you get involved.
- Each year, we will let you know how your involvement has influenced the service.

For details on our Resident Engagement Strategy and how we involve residents in shaping our services, or for a copy of your newsletter or our annual report to residents, see our website or contact your local office.



We will provide an excellent and right first time repairs service

We promise for all tenants and for repairs to communal areas:

- When you report a repair, we will offer you a choice of appointment dates and times.
- We will keep the appointments made and if we have to re-arrange it, we will contact you with a date and time convenient to you.
- We will complete your repairs within target times:
Emergency = 24 hours
Urgent = 7 days
Routine = 20 working days
- We will try to make the repair on the first visit to your home, and if we are unable to complete the repair we will keep you informed of progress.

Please refer to your handbook, or our website, or contact your local office for more information on which repairs residents are responsible for, how to ask for aids and adaptations to your home, and for information on how we meet our gas servicing, health and safety obligations.



We will advise and support you when seeking and arranging a move to a new home

We promise tenants to:

- Let our empty homes within 4 weeks.

- Ensure your new home is clean and tidy, and meets the Hyde lettable standard.

- Contact you and offer a 'settling in' visit within 6 weeks of moving in.

- Offer extra support to vulnerable tenants.

- Provide you with free access to a Home Swap scheme, and offer guidance and support to assist you to move in this way.

For further advice on the lettable standard and how you can move home, your tenancy agreement, rights and responsibilities when you move home, please refer to your handbook, or our website, or contact your local office.



We will offer you prompt advice and support to help you manage your rent and service charges

For all residents paying rent or a service charge, we promise to:

- Contact you within 10 working days (weekly tenancies) or within 1 month (monthly tenancies) if you have missed a rent payment.

- Give you personalised advice and support to help you manage your account when you request it.

- Provide you with quarterly rent statements as well as on request.

- Each year, send you a breakdown of your rent and service charge, clearly explaining all costs and charges.

- Seek personal contact with you before we serve Notice Seeking Possession or take other legal action for rent arrears.

As a landlord, we will provide leaseholders with opportunities to engage in formal consultation processes around service improvement proposals and provide them with feedback on how their views have been used.



We will keep estates and neighbourhoods safe, clean and well maintained

For all residents where communal services are supplied, we promise:

- To carry out full estate inspections every 3 months on estates with more than 50 homes.

- For smaller estates with less than 50 homes, we will agree a reasonable timetable for inspections with local residents.

- We will involve you in monitoring the standards of cleaning and grounds maintenance, inviting all residents on the estate to take part in estate inspections. We will keep residents informed of all actions taken.

- We will give you the opportunity to be involved in setting cleaning and grounds maintenance standards when we hire contractors or review caretakers' work plans.

- We will remove offensive graffiti within 24 hours, and all other graffiti within 5 working days of being reported.

- We will remove bulk rubbish within 5 working days of being reported, where it is our responsibility.

For details on how we work with other local landlords and community agencies please refer to your newsletter, or our website, or contact your local office.



We will respond quickly and sensitively to report of Anti-Social Behaviour (ASB), and provide you with support and advice

We promise to:

- Respond within our published timescales when you report ASB (1 working day for high-risk cases, 5 working days for medium-risk cases, or 10 working days for lower-risk cases).

- For high-risk cases, we will develop an action plan with you (high-risk cases, for example, are those involving hate crime, domestic violence, or violent actions).

- Agree a timescale with you for keeping you informed of the progress of your case.

- Contact you to discuss your case before we close it.

We work in partnership with other public agencies to prevent and tackle ASB, ensuring support to victims and witnesses whilst taking effective legal action. We work with residents to resolve problems at the earliest stage. For further details about your rights and responsibilities in relation to ASB and how we classify ASB as high-, medium- or low-risk, see our website, look in your handbook or contact our local office.



We will help you understand your **responsibility as a resident**

Understanding and fulfilling your responsibilities is key to maintaining high standards. Your responsibilities to help us achieve this service promise include:

- Paying rent and service charges regularly and on time.
- Keeping your property in good order and carrying out minor repairs that are your responsibility under your tenancy agreement.
- Providing access for your annual gas safety inspection to be carried out.
- Reporting repairs to your home and communal areas and keeping appointments.
- Keeping communal areas clear and tidy.
- Giving 4 weeks notice when you plan to move from your home.
- Acting in a considerate and reasonable way towards others, and making sure your family and visitors do the same.
- Making sure that no ASB is caused or tolerated.
- Contacting us if you need help with any service or information that we provide you with.
- Treating our staff and contractors with respect.

If you would like this document in another language or format, such as large print, Braille, CD or audio tape, please contact us.

ARABIC:

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن تقوم بالاتصال بنا.

BENGALI:

আপনি যদি এই নথিটিকে অন্য ভাষাতে বা ফরম্যাটে পেতে চান, বা আপনার যদি একজন অনুবাদকারীর প্রয়োজন হয়, অনুগ্রহ করে, আমাদের সাথে যোগাযোগ করুন।

FRENCH: Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

ITALIAN: Se desidera ricevere questo documento in un'altra lingua o in un formato diverso, oppure se ha bisogno di un interprete, La preghiamo di contattarci.

KURDISH:

ئەگەر دەتەوت ئەم بەلگە بە زمان بان شتواریکی دیکە یۆ تۆ نامادە بکەین، بان بنویسنەت بە وەرگێری زارەکی هەبە، تکایە بەیوەندیمان بنۆ هەبە.

LITHUANIAN: Jei pageidaujate šio dokumento kita kalba ar kitokiu formatu arba jeigu prireiktų vertėjo, maloniai prašome kreiptis į mus.

MANDARIN:

如果您需要本文件的其他语言版本或格式，或者您需要一名翻译，请与我们联系。

POLISH: Jeżeli chciałby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

PORTUGUESE: Se gostaria de ter este documento em outro idioma ou formato, ou se necessita de um intérprete, contacte-nos.

PUNJABI:

ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਜੇ ਇਹ ਸਮਝਾਏਜ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਟਰਾਂਸਕ੍ਰਿਪਟ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

SOMALI: Haddii aad dokomantigan ku rabtid luqad ama hab kale, ama haddii aad u baahantahay tarjubaan, fadlan nala soo xiriir.

SPANISH: Póngase en contacto con nosotros si desea obtener este documento en otro idioma o formato, o si necesita los servicios de un intérprete.

TURKISH: Bu belgenin Türkçe'sini veya Türkçe bilen birisinin size yardımcı olmasını istiyorsanız bize başvurabilirsiniz.

VIETNAMESE: Nếu quý vị muốn tài liệu này được ấn hành bằng ngôn ngữ khác hay định dạng khác hoặc nếu quý vị cần người phiên dịch, xin quý vị vui lòng liên hệ với chúng tôi.

For more information contact:

The Hyde Group
30 Park Street London SE1 9EQ
Tel: 020 3207 2600

 Visit us online
www.hyde-housing.co.uk

 Join us on Facebook
facebook.com/hydegroupp

 Follow us on Twitter
twitter.com/hydehousing

 You speak
We listen  Residents
Approved



The Hyde Group
Making a lasting difference