



MB HOUSING LTD

Service Standards

1. Introduction

MB Housing Management Limited (MBH) aims to provide all tenant-members of our client co-operatives with an excellent service at all times. Our standards set out the level of service that you can expect to receive from us.

2. Customer Service Standard

When you contact us by:

Telephone

When you contact us by telephone we will:

- ◇ Answer your call within 12 seconds and identify ourselves so that you know who you are speaking to.
- ◇ Aim to deal with your enquiry in full during the call.
- ◇ Be polite and helpful when dealing with your enquiry.
- ◇ Return your call by the end of the next working day if you have left a message.
- ◇ Be open to take calls Monday to Friday between 9am and 5pm.

Letter or email

When you send us a letter or email we will:

- ◇ Acknowledge your correspondence within two working days and provide you with a full response within ten working days. If we need more time to give you a response we will let you know.
- ◇ Write to you in a way that does not contain jargon and is easily understandable.

If we visit your home

When we visit your home we will:

- ◇ Make appointments that are convenient for you during normal working hours.
- ◇ Contact you if we are running late, have to cancel or make a return call.
- ◇ Always respect your home and beliefs.

3. Equality Standard

There may be times that we ask you for information that we will use to help us to improve the services that we deliver to tenant-members of Housing Co-operatives that we work in partnership with.

We may ask you:

- ◇ Your ethnicity, gender or if you have a disability. We will use this information to ensure that we deliver services that are fair and accessible.
- ◇ How you would like us to contact you.
- ◇ What your needs are, for example: do you require correspondence to be in large print letter or do you require interpreting / translation services.
- ◇ Tell us if your reading skills are poor so that we can speak to you in person rather than send you a letter.

4. Involvement Standard

We believe that involving people we provide services to is critical to delivering an excellent service, so we will:

- ◇ Carry out surveys to establish views on the quality of services we are providing.
- ◇ Provide you with access to policies and other information that relates to the service that we provide on behalf of your housing co-operative.

We want to provide you with an excellent service at all times, so if you feel we are not meeting our service standards, we would like you tell us. You can email us at enquiries@mbhousing.uk or write to us at 68A Tyrwhitt Road, Brockley, London SE4 1QB.

5. Estate Standard

If we provide estate services to your housing co-operative we will inspect your estate at a frequency determined by your management committee to make sure that the communal areas are clean, safe and well-maintained.

6. Rent Standard

If we collect the rent on behalf of your housing co-operative, we will:

- ◇ Send you a payment card within 10 working days of your request.
- ◇ Provide you with a rent statement 4 times each year.
- ◇ Give you no less than 4 weeks notice of the proposed rent increase for your property.
- ◇ Help you work out which welfare benefits you may be able to claim and sign post you to where you need to go to make a claim.
- ◇ Help you to reduce the arrears on your rent account through agreeing practical and affordable repayment plans.
- ◇ Contact you in line with the pre court protocol if you are in arrears to tell you how much you owe and what action we may take on behalf of your management committee to recover the

7. Repairs Standard

If we provide a day to day maintenance service we will adhere to the repair policy, procedure and time-frames set by your management committee.

8. Confidentiality Standard

We will only ever disclose information to authorities that have a legal right to it. We will always store your personal details and other information held securely and provide you with access to the information that we hold on you as required by GDPR.

MBH will adhere to the requirements of the GDPR at all times.

9. Complaints Standard

If you are dissatisfied with any aspect of our service and make a complaint, we will:

- ◇ Investigate your concerns and provide you with an explanation.
- ◇ Respond within the time-scales set out in our complaints policy.
- ◇ Apologise if we have got something wrong.