

Service Standards

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MB Housing

Supporting housing co-ops in London and Kent

MB Housing Management Ltd: 167-169 Great Portland Street, Fifth Floor, London W1W 5PF

Call: **020 3924 2810** Email: **enquiries@mbhousing.uk** Web: **www.mbhousing.uk**

1. Introduction

Our mission statement is to deliver an exceptional management and maintenance service that meets regulatory and legislative requirements, at the same time as meeting the unique needs of tenant-members to enhance customer satisfaction that creates positive experiences.

Our Service Standards set the level of service that you can expect to receive from us.

2. Customer focus standard

When you contact us by telephone we will:

- identify ourselves so you know who you are speaking to;
- aim to deal with your enquiry in full during the call;
- be polite, helpful, and understanding when dealing with your enquiry;
- return your call by the end of the next working day if you have left a voice message, unless it is an emergency;
- be open to take calls Monday to Friday between 9am and 5pm unless we provide your co-operative with a 24-hour emergency repair service.

When you send us an email or letter 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 provide a response, we will let you know within five working days;
- write to you in a way that does not contain jargon and is easily understood.

If we visit you at home, we will:

- attempt to make appointments that are convenient for you during normal business hours;
- contact you if we are running late, need to cancel your appointment or make a return call;
- always respect your home and beliefs.

3. Equality standard

There may be times when we ask you for information to help us improve the services we deliver.

We may ask you:

- about your ethnicity, gender, or if you have a disability, we will only ask this to ensure that the services we provide are fair and accessible to all tenant-members;
- how you would like us to contact you: telephone, in writing, via email, text message or letter;
- what your needs are, for example, do you need correspondence sent in large print;
- to tell us if you have learning difficulties / limited reading skills so that we can speak to you in person, rather than sending you a letter.

4. Involvement standard

We believe that involving people in the level of service we provide is critical to us delivering our mission statement.

To achieve this, we will:

- carry out surveys via electronic and paper means as well as via the telephone on the quality of services that we are providing;
- give you access to our policies and other information that relates to the service that we provide on behalf of your housing co-operative when requested.

5. Estate standard

If we provide estate services to your housing co-operative, we will

- inspect the estate at a frequency determined by your Management Committee to ensure that communal areas are clean, safe and well-maintained.

6. Rent standard

If we provide a rent management service to your co-operative we will:

- order you a payment card via Allpay within two working days;
- provide you with a rent statement four times a year and give you online access to your rent account details (coming soon);
- give you not less than four weeks' notice of the annual rent increase for your property;
- help you work out which welfare benefits you may be entitled to claim or sign-post you to an organisation who can help you;
- work with you if you have fallen into arrears on your rent account by agreeing practical and affordable repayment plans;
- sign-post you to debt management agencies if you tell us you are in debt and need help;
- 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 landlord to recover the debt.

7. Repairs and maintenance standard

If we provide a repairs and maintenance service to your housing co-operative we will:

- adhere to your landlords' policies and procedures to deliver the service;
- work with contractors who understand the ways in which housing co-operatives' services are run;
- monitor our contractor's performance in line with the Contractor Code of Conduct;
- carry out satisfaction surveys with the repairs service four times a year.

8. Confidentiality standard

We will always respect your privacy and keep information we hold about you and your household confidential.

We will only provide information when requested to do so to authorities that have a legal right to request it.

We will store personal information securely and in accordance with GDPR.

9. Complaints standard

If you are dissatisfied with any aspect of our service and make a complaint we will work in accordance with our Complaints Policy to:

- investigate your concerns and provide you with an explanation;
- respond within the timeframes stipulated;
- apologise if we have got something wrong.