

Cannock Chase Council

Housing Services

Service Standards

Version Control

Version	Stage	Date
v1	Draft	01/10/24
V2	Final	16/12/24

We are committed to always delivering high-quality services. To achieve and maintain excellent customer provision in our Housing Service, we have developed a set of service standards in consultation with our tenants and service users.

Our service standards will set out what you can expect from us in key areas. They will tell you how we will act and how we will work to support tenants and leaseholders as efficiently as possible.

Our commitment to you...

- **Cannock Chase Council are committed to making sure that our tenants and service users are happy with the services they receive from us. To help us achieve this, we aim to give our tenants as many opportunities as possible to influence, monitor and scrutinise our services.**
- **We are required to deliver services against the consumer standards set by The Regulator of Social Housing (RSH), as such:**
 - **We will provide safe and good-quality homes for our tenants, along with good-quality landlord services.**
 - **We will be open with tenants and treat them with fairness and respect so they can access services, raise concerns when necessary, influence decision making and hold us to account.**
 - **We will engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.**
 - **We will fairly allocate and let our homes, as well as manage tenancies in accordance with the Regulator's standards.**

How we provide our standards

We will do our best to provide services and information in ways that make them accessible for everyone, including the provision of:

- information in a number of formats on request, for example, audio tape, braille, large print or an appropriate language, as quickly as possible.
- an accessible website, with a clear section dedicated for Housing Services.
- public meetings in accessible venues and the use of an induction loop or other suitable system for deaf and hard of hearing people.
- having contact details provided in all our published documents.

What you can expect from Housing Services

- We will be polite and treat you with courtesy, fairness, honesty and respect
- We will keep you informed about things that matter to you, listen to your views and act upon them
- We will listen to you carefully and use plain English when we speak or write to you, and explain our decisions and the reasons for them
- We will make sure you feel safe in your home and keep your home well-maintained
- We will strive to make your estate a place you are proud and happy to live
- We will make sure that our services are accessible to everyone
- We will respect confidentiality and adhere to data protection regulations
- We will ensure that all complaints are handled efficiently and responded to within timescales adhering to the Ombudsman requirements – see The Housing Ombudsman’s Complaint Handling Code (<https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>) for more details.

Safe and good-quality homes for tenants, along with good-quality landlord services.

Cyclical Maintenance

We will:

- Actively ensure homes are maintained in accordance with the Decent Homes Standard
- Continue to deliver our planned maintenance programmes including electrical, kitchen and bathroom upgrades
- Assist tenants with information and advice on aids and adaptations for their home

We will be completing a stock condition survey during 2024/25 to ensure we have an accurate record at an individual property level of the condition of homes and keep this up to date.

We will use the data from across our records on stock condition to inform the provision of good quality, well maintained and safe homes for tenants including:

- a) compliance with health and safety legal requirements
- b) compliance with the Decent Homes Standard
- c) delivery of repairs, maintenance and planned improvements to homes, and
- d) allocating homes that are designed or adapted to meet specific needs appropriately.

We will identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas, ensuring that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.

We will ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.

Adaptations

We will clearly communicate to tenants and relevant organisations how we can assist tenants seeking housing adaptations services, co-operating with tenants and other relevant organisations so that a housing adaptations service is available to tenants where appropriate.

The Housing Property Services Team can be contacted directly by email on HPS@cannockchasedc.gov.uk.

Repairs and responsive maintenance

We will:

- Make it easy to report repairs and maintenance issues through several channels. Please see www.cannockchasedc.gov.uk/residents/housing/maintenance-and-repairs/how-report-repair for further information.
- Set timescales for the completion of repairs and continue to complete 100% of emergency repairs within a 24-hour timescale.
- Be clear and timely with our communication to tenants so they know exactly what they can expect following their report of a repair.
- Encourage tenants to complete our monthly satisfaction survey for repairs to enable us to identify any concerns and maintain a high satisfaction rate.
- Fulfil our responsibilities by ensuring communal areas are kept clean and well-maintained.
- Deliver our repairs, maintenance and planned improvements effectively, efficiently and to the needs of our tenants.

The Repairs and Maintenance Team can be contacted directly by email on housingrepairs@cannockchasedc.gov.uk

Fairly allocate and let our homes, as well as manage tenancies in accordance with the Regulator standards

Tenancy Services

We will:

- Allocate properties fairly and transparently by taking into consideration the needs of tenants and prospective tenants.
- Endeavour to ensure offers of tenancy are accordant with individual needs, the community and that they demonstrate effective use of our stock.
- Meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.
- Support relevant tenants living in eligible housing to mutually exchange their homes.
- Ensure the housing application process remains accessible and monitor satisfaction with the allocations and lettings process through New Tenant Surveys.
- Carry out New Tenancy Visits and Audits to ensure both the tenant and the Council are satisfied we are meeting all statutory and legal requirements in line with the Tenancy Agreement.
- Continue to drive down relet times for empty properties to reduce waiting times for applicants.

- Support tenants with managing and maintaining their tenancy through referral to our free Tenancy Sustainment Service.
- Comply with the Regulator of Social Housing's Rent Standard. It sets the required outcomes for how we set and increase rents for all the social housing stock in line with government policy as outlined in their [Policy Statement on Rents for Social Housing](#).
- Maximise rent collection and minimise rent arrears whilst enabling tenants to maintain their tenancy wherever possible. Plus, assist with housing benefit advice, maximisation of income and liaison with Citizens' Advice or other agencies and other tenant representatives.
- Allocate garage tenancies to applicants on the waiting list in order of priority and date of application. Council tenants are given priority over private residents on the waiting list, and priority is also given on medical grounds in very exceptional circumstances. For more information see <https://www.cannockchasedc.gov.uk/residents/housing/housing-allocations/how-apply-garage>.
- Manage the Independent Living Schemes for older people who do not need residential care but are looking to move out of their present accommodation. Residents have their own flat and own front door and there is an Independent Living Officer on duty to call on for help if needed. We provide an alarm system where you can pull a cord to speak directly to the Independent Living Officer when on duty or to the Council's Central Control Care Team providing cover 24 hours a day, 365 days a year.

For assistance with housing applications, our Allocations team can be contacted on allocations@cannockchasedc.gov.uk

If you are experiencing financial difficulty or feel at risk of losing your home, you can contact the Income Management Team by email: incomemanagementteam@cannockchasedc.gov.uk - they may be able to refer you to our Tenancy Sustainment Service.

For information on our Independent Living Schemes, the team can be contacted on independentliving@cannockchasedc.gov.uk

Engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods, and feel safe in their homes.

Neighbourhoods

We will:

- Carry out our annual estate inspections to identify any issues and to endorse safety and security within your neighbourhood and communal spaces.
- Work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.

- Provide advice and support to tenants by partnering with, and making referrals to, specialised agencies to promote positive social, economic and environmental welfare.
- Tackle Anti-Social Behaviour complaints proactively by collaborating with relevant third parties to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing and dealing with complaints in the strictest confidence.
- Continue to contact 100% of new ASB Cases within set timescales
- Work co-operatively with partner agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

The Neighbourhoods Team can be contacted directly by email on EMTeam@cannockchasedc.gov.uk

Be open with tenants and treat them with fairness and respect so they can access services, raise concerns when necessary, influence decision making and hold us to account.

We will:

- treat tenants and prospective tenants with fairness and respect, and take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.
- take tenants' views into account in decision-making about how our services are delivered and communicate how tenants' views have been considered.
- communicate with tenants and provide information so tenants can use and know what to expect from our services, and hold us to account. Our Resident Involvement Strategy sets out how we intend to achieve this, see <https://www.cannockchasedc.gov.uk/residents/housing/tenant-and-resident-engagement> for details.
- collect and provide information to support effective scrutiny by tenants of our performance in delivering landlord services. This will be presented to tenants via our website and in regular newsletters and the Annual Report to Tenants.
- meet the Regulator's requirements in relation to the tenant satisfaction measures and publish the results annually. See <https://www.cannockchasedc.gov.uk/residents/housing/tenant-and-resident-engagement/tenant-satisfaction-measures-and-performance> for details.
- ensure complaints are addressed fairly, effectively, and promptly. We will adhere to the Corporate Complaints Procedure, as well as the Housing Ombudsman and Local Government and Social Care Ombudsman Complaint Handling Codes. See <https://www.cannockchasedc.gov.uk/residents/housing/housing-complaints-and-compliments> for more details.

- Produce an annual Complaints Performance and Service Improvement report and Self-Assessment against the Complaint Handling Code to ensure we are learning from complaints and implementing the necessary service improvements.

You can contact us directly via email at:

housingformalenquiries@cannockchasedc.gov.uk - for complaints

Serviceimprovements@cannockchasedc.gov.uk - for performance information

Residentengagement@cannockchasedc.gov.uk - for resident engagement

CONTACT US

By telephone: **01543 462621**

By email: serviceimprovements@cannockchasedc.gov.uk

By visiting us:

**Cannock Chase Council, Civic Centre, Beecroft Road, Cannock,
Staffordshire, WS11 1BG**

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