



mhs
homes group



Our Service

Standards

The standard of service you can expect

from mhs homes

Our Service

Standards

If you know what you can expect from us, you can hold us to account if our service or behaviour fall short of your expectations.

We have developed these standards in consultation with our customers so we can be sure that we're concentrating on what matters most to you.

We monitor our performance against these standards so we can make sure we keep to them, and meet our commitments to you.

Our service standards are built around four key commitments to you:



Providing excellent customer service and clear communication



Looking after your home and estate and keeping you safe



Supporting you to maintain your home and tenancy



Involving you and keeping you informed



Providing excellent customer service and clear communication.

We will:



Make it easy for you to contact us, including; an **online customer account, phone, email, social media, website, letter** and **face to face**.



Always provide the **name of the person** you're in contact with **when you get in touch**.



Introduce ourselves and show you **our identification** when we visit your home or meet you in person. We'll be **respectful and courteous** at all times.



Deal with **enquiries promptly**. We aim to resolve your query at **first contact** but if we're unable to, we'll **update you regularly** to stop you having to chase us.



Get back to you **within three days** when you contact us by email or letter.



Make it easy for you make a **complaint** if things go wrong. We'll acknowledge your complaint within **one working day** and agree **a resolution within seven working days**. We'll keep you updated on its progress.



Keep **clear records of your contacts** with us, so you only have to tell your story once.



Do everything we can to **keep appointments** we make, but if we have to rearrange it we'll call you, explain and make an **alternative arrangement** at your convenience.



Provide **fair treatment** for all our customers and will **never discriminate**.



Offer **translation or interpretation** support if you need it.

Looking after your home and estate and keeping you safe.

We will:



Make sure your property is **clean and well maintained** before you move into it.



Attend to an **emergency repair** on the same day, an urgent repair within **five days**, offer an appointment for a non-urgent repair at a **date convenient to you**.



Where possible, complete your repair on **the first visit**. If we're not able to do this, we'll arrange to return at a **date convenient to you**.



Carry out **appropriate and timely safety checks** on our rented properties.



Visit all neighbourhoods and estates regularly, seek your views when we're there and **respond quickly to your enquiries**.



Provide a **high standard of caretaking and maintenance** on your estate, and help keep your neighbourhood clean.



Acknowledge **reports of antisocial behaviour** within one day and investigate within seven days. We have zero **tolerance for hate crime and abuse**.



Work with communities and partners to tackle **antisocial behaviour**.



Respect your privacy and **keep your personal information safe**.

Supporting you to maintain your home and tenancy.

We will:



Offer you **advice and support** if you get into debt, to help you to manage it and claim for any **money or benefits** that you may be entitled to.



Work with other partner agencies to support you with any issues you have **maintaining your tenancy or home ownership**.



Work with you to provide **tailored support** if you have additional or specific needs.



Involving you and keeping you informed.

We will:



Give you **regular opportunities** to give us your feedback on the services we provide. You can be involved as much or as little as you like.



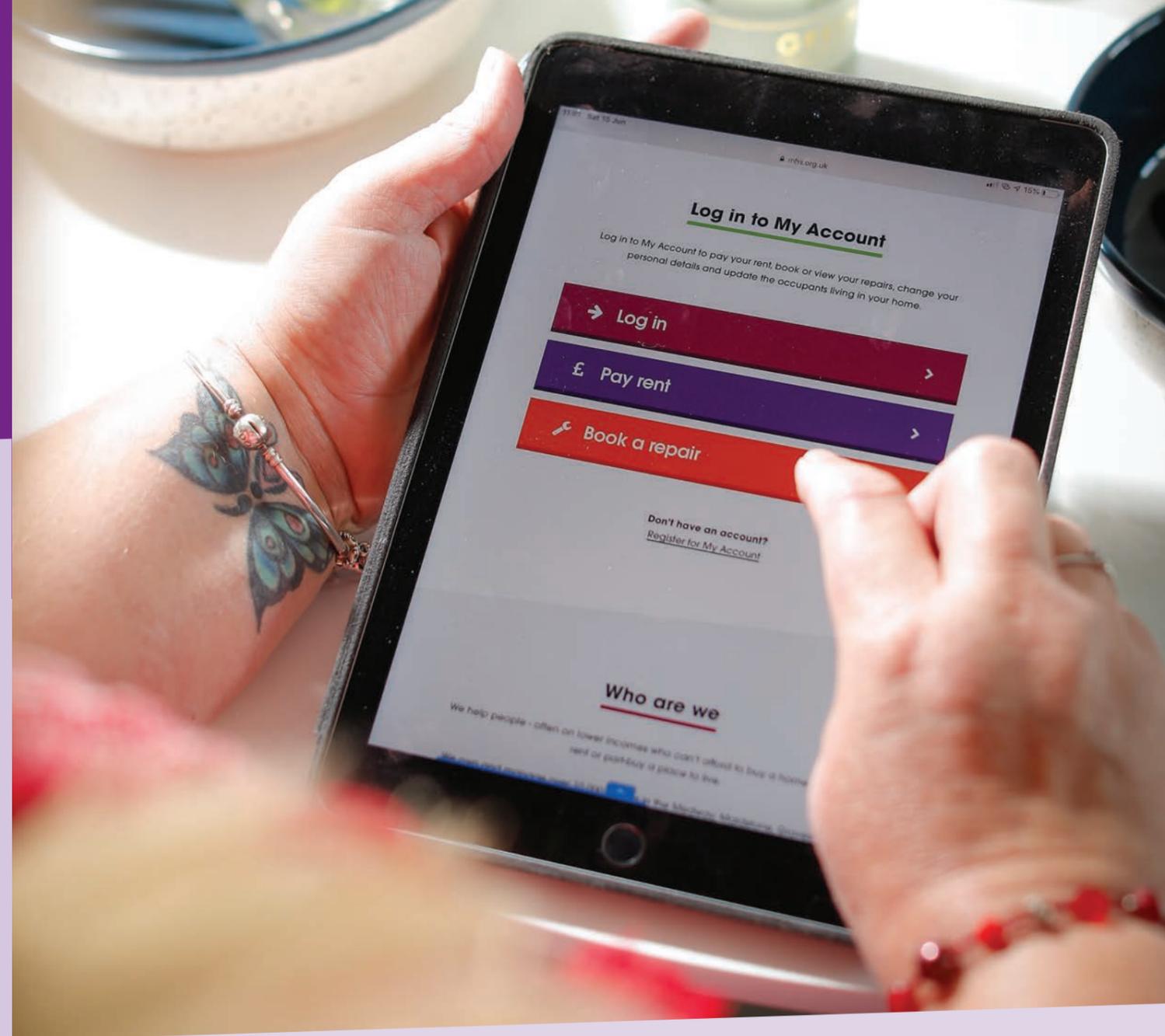
Check you're **satisfied with the quality of our service** with regular feedback opportunities, including an **annual survey** for all customers.



Use feedback methods that are **accessible and suitable** for all our customers, including online, face to face and over the phone.



Listen to your feedback and use it to **improve our services to you.**



Let you know how your **feedback has shaped and improved** our services.



Tell you how we spend the money you pay through rent and how we provide **good value for money.**

Get in touch

Thank you for reading our Service Standards.

If you'd like to know more, please contact us:



contactus@mhs.org.uk



@mhshomes



/mhshomesgroup



mhs.org.uk