



We have set Service Standards for lots of different areas of our work so that people know what to expect from us.

We will report on our performance against these standards every year as part of our company's Annual Report. You can complain if we are not meeting these standards.

You may wish to refer to some of our other Policies and Procedures for further information about our services.

Customer Service

When you contact us our Staff will:

- be polite and helpful and willing to listen
- be well trained and have all of the things they need to do their job
- do their best to help you
- wear identity cards when outside the office
- respect your rights, choices and confidentiality

If you email or write to us we will:

- aim to reply to you within 10 working days
- let you know if we cannot reply in full within 10 working days
- write in clear, plain English
- make other formats available, for example, larger print



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If you telephone us we will:

- take a message if the person you would like to speak to is unavailable
- return your messages within one working day wherever possible

If you make an appointment to visit us we will:

- make sure that you are seen on time
- offer you a private space to talk if necessary

If we visit you at your home we will:

- arrive on time and show you our identification
- treat your home with respect

We will always:

- treat everyone fairly and equally and with respect
- provide accessible services to all or visit you at home if you are unable to come to us

When things go wrong we will:

- apologise and aim to put things right as soon as possible
- follow our Complaints procedure

Tenant Involvement

We value tenant involvement so we will:

- offer a range of tenant involvement activities open to all tenants
- support tenants as needed so that they can be involved if they want to be
- welcome tenants families/advocates to participate in our tenant involvement activities too



Pride in our Properties

To look after our properties and keep them in good repair we will:

- inspect our properties on a regular basis to see what work needs to be done and what things need to be replaced
- arrange things like gardening, cleaning and window cleaning services to maintain high standards inside and out
- encourage our tenants to let us know about any problems that need to be looked at

Each property must:

- be in a good state of repair, safe and meet all laws and regulations
- have adequate lighting, heating and water supply
- have satisfactory facilities for cooking and bathing
- be adequately furnished (if applicable)

Moving Into your New Home

Before moving into your new home we will:

- introduce ourselves and provide you with more information about us
- arrange a viewing for you and opportunities to meet other tenants you may be sharing your home with
- find out if you need help to apply for housing related benefits

At check in we will:

- go through your agreement with you and explain your rights and responsibilities as a tenant and our responsibilities as your landlord
- get you to sign your agreement if you are happy with it
- confirm how much you will need to pay, when and how
- give you a handy Tenant Handbook and tell you about our Maintenance and Complaints procedures
- complete a 'Keys Issue Form' and an 'Inventory'



Moving Out of your Home

When you tell us you intend to move out we will:

- confirm that we have received your notice of intent to move out

- let you know when your tenancy will end and when you need to pay rent until
- remind you about the things you need to do when you leave your home like taking all of your belongings with you and leaving your home clean and tidy

At check out we will:

- take meter readings if appropriate
- make sure your home is in a reasonable condition and it is clean and tidy
- check that you have left all of the things that belong to us behind
- make sure that you have returned your keys to us
- issue you with a rechargeable works bill for any costs we will incur due to acts of wilful damage or for decorating or cleaning

[Paying Your Contractual Charges](#)

It is important that you pay your charges to secure your tenancy so we will:

- let you know what contractual charges you need to pay
- support you to apply for housing related benefits that may help you pay your contractual charges
- give you information about the ways you can pay your charges

If you fall behind with your payments we will:

- contact you to talk about your arrears
- work out a fair and reasonable way to help you pay the arrears off and maintain your other payments
- provide you with support and guidance if you are having difficulties paying your charges
- tell you where you can get more advice from other agencies that may be able to help you
- tell you what could happen if you do not pay your arrears and keep your payments up to date
- take legal action if we cannot reach an agreement with you or if you break an agreement
- seek to recover the arrears in line with our Rent Policy



Repairs

If you need a repair at your home we will:

- give you a range of ways to report repairs including over the phone, email or face to face
- repair your home in accordance with our Maintenance Policy and prioritise reports as follows:
 - **Routine Issues – we will attend within 28 days**
 - **Urgent Issues – we will attend within 7 days**
 - **Emergency Issues – will be dealt with immediately**
- send you confirmation of your repair order with all the information you need
- recharge you the cost of any repairs which we carry out which are your responsibility
- deal with any complaints made about repairs in accordance with our Complaints Policy

