

Our Customer Commitments

A guide to our services and commitments to customers.



Neighbourhood management

We will ensure that our neighbourhoods are safe, attractive, and well-maintained places to live.

1. We will undertake a programme of inspections to ensure we effectively monitor block safety

We will carry out regular safety checks on our fire detection and warning systems. These checks will include:

- All fire alarms, including call points
- Emergency lights and smoke vents
- Fire doors
- Fire extinguishers
- Fire safety signage

2. We will ensure all communal green spaces are maintained to a high standard

- Grass cutting every fortnight during the growing season (March - October). N.B. Grass cuttings are not collected.
- Hedge cutting twice a year (as a minimum)
- Shrub beds maintained with healthy planting and regularly weeded
- Hard surface areas weeded regularly, and moss removed
- Litter collected in gardens and grassed areas throughout the year
- Leaves removed off site, or blown back to mulch, during October, November and December

3. We will provide a cleaning service to maintain the communal areas of flats and maisonettes in blocks

Cleaning of communal areas and stairs, including:

- Vacuuming of carpets and stairs in communal areas
- Washing down hard floors and stairs in communal areas without carpet

Wiping down:

- Bannisters / handrails
- Door entry hardware
- All flat surfaces, including window ledges, skirting and light switches
- Spot cleaning any marks or graffiti on walls; reporting back to LYHA if the graffiti cannot be removed
- Wiping down communal entrance doors and internal communal doors, including both sides of any glass panels
- Removing cobwebs in all communal areas, including entrance halls, stairwells, corridors, internal window frames and bin stores
- Removing all litter from internal and external communal areas, including drying areas

Bin stores:

- Sweeping bin rooms and bagging up loose rubbish ready for the next Local Authority collection
- Removing cobwebs and dust from ceilings and wall areas

Lifts:

- Wiping down lift control panels, sweeping or vacuuming floors, and keeping walls clean and presentable

4. We will ensure we respond to all identified issues affecting our neighbourhoods

- We will measure satisfaction with our neighbourhoods as places to live through our quarterly STAR survey and monthly Estates service satisfaction surveys
- We will carry out routine identification and removal of fly tipping and remove any offensive graffiti within 24hrs



Repairs & Maintenance

We will provide all customers with a high quality, efficient and comprehensive responsive repairs service before and during their tenancy, lease or contract with us

1. We will diagnose your repair and respond within an appropriate timescale

- We'll aim to complete your repair in one visit
- If it's an emergency, we'll aim to visit and make things safe within 4 hours
- If it's an urgent repair, we'll aim to complete this within 5 days
- If it's a routine repair, we'll aim to complete this within 28 days
- We set an annual target for the number of repairs we fix first time

2. We will provide you with advice and support to enable you to maintain your home

- Information is available in the Repairs Handbook, on our website, customer literature (e.g. leaflets, newsletters), information displayed in our reception areas and from our Property Surveyors or Customer Services Team

3. We will carry out the safety checks required by law to keep you and your home safe

- We will complete Landlord Gas Safety Record (LGSR) checks in all homes every year

- We will complete Electrical Installation Condition Reports (EICR) of all homes every 5 years

4. We will monitor customer satisfaction with our repairs and maintenance service

- We will undertake a quarterly satisfaction survey of a sample of our customers
- We also carry out monthly satisfaction surveys; attempting to call every customer who has had a repair within 30 days of its completion

Asset Management

We will provide a high quality, sustainable home that meets your needs

1. We will ensure your home has no health and safety hazards

- When undertaking visits to customers' homes, LYHA uses the Housing Health and Safety Rating System (HHRS) risk assessments to identify and reduce any hazards that may be present

2. We will replace major components – kitchens, bathrooms, boilers etc which are old and/or in poor condition

- We use an independent, external organisation to conduct periodic stock condition surveys of our homes on our behalf. The

results of these inform our future planned improvement programme

- Customers have the chance to input into decisions about the design and delivery of planned maintenance in their homes (such as new kitchens and bathrooms)

Customer Services

We will provide a personalised service to all our customers.

1. We will provide a range of ways for customers to access LYHA services by:

- Visiting our website - www.lyha.co.uk
- Telephone - 0113 278 3335
- Email – info@lyha.co.uk
- Requesting a home visit
- Text message
- My LYHA account
- Visiting our social media channels
- Writing to us
- Visiting our offices

We:

- Aim to answer all phone calls within 3 minutes
- Will return your call within 2 working days
- Respond to written correspondence (including emails) within 5 working days
- Respond to social media requests within 5 working days
- Respond to formal complaints within 5 days

2. We will provide a range of ways for you to give us feedback

- Customers can give us their feedback via our website, by telephone, via social media, in writing or face to face

- We undertake quarterly satisfaction surveys of a sample of our customers. We review all feedback received and provide updates on lessons learned/ improvements made via our regular 'You Said, We Did' articles
- We deliver an annual programme of resident drop ins around our communities to meet customers face to face
- We publish an Annual Report to Customers outlining our performance in all key areas and breakdown how we have spent our rents and service charge



Community Safety

We take steps to prevent and minimise Anti-social Behaviour (ASB).

1. We will take appropriate action following any reports of ASB or Domestic Abuse

- We monitor the number of cases of ASB & Domestic Abuse received
- We also monitor the number and type of interventions carried out

2. We will provide you with a timely response to any reports of Anti-Social Behaviour (ASB) or Domestic Abuse (DA)

Our target timescales (as determined by the completion of an ASB risk assessment) are:

- High risk case – 24 hours (this includes all reports of Domestic Abuse)
- Medium risk case – 5 working days
- Low risk case – 10 working days

3. We will seek your feedback on the overall handling of your ASB complaint and your experience of our service

We measure:

- % customers satisfied with the way the complaint was handled
- % customers satisfied with the outcome of the complaint
- % customers satisfied with how they were kept informed during the process
- % customers satisfied with the support provided

Domestic Abuse

We will provide effective advice and support to victims and perpetrators of domestic abuse.

- Our Neighbourhood Officers are trained to deal with reports of antisocial behaviour and domestic abuse
- We have dedicated domestic abuse champions within LYHA
- We have policies on both anti-social behaviour and domestic abuse available to our customers
- We are committed to and support the CIH Make a Stand Pledge



For details of local and national support available, please visit:
www.lyha.co.uk/making-stand-against-domestic-abuse

Community Engagement & Involvement

We will offer a range of ways for customers to work with us

1. We offer many opportunities for you to engage with us and help shape our services

These include:

- Resident Drop Ins
- Customer Scrutiny Panel
- Customer Experience Committee
- Regular focus groups

2. We will provide advice and support to empower you to be involved in your community

- We have a annual Community Investment budget
- We use the HACT (Housing Associations Charitable Trust) social value calculator to assess the impact of our community projects

- The LYHA Community Fund gives customers the opportunity to apply for up to £300 per year for initiatives in their community



Income Management

We offer support and guidance if you are experiencing financial difficulties and a range of ways to pay your rent and service charge

1. We will provide advice, support and guidance to enable you to maximise your income

- Our dedicated Income Officers provide information and signpost customers to support providers
- General information is available through our website, social media channels, customer literature and through information displayed in reception

2. We will take appropriate action to prevent your accounts from falling into arrears

We monitor

- % rent collected
- % current arrears

3. We will provide you with timely information in relation to your rent and other accounts

- Customers can view their rent account online at any time by registering with 'My LYHA'.
- We consult with customers on an annual basis regarding LYHA rent changes and prior to the introduction of any new service charges



Allocations

We will enable you to find a good quality, affordable home which suits your needs and aspirations

1. We will provide you with support, advice and guidance to help you find a new home that suits your needs

Information is available via our website, social media channels, customer literature (e.g. leaflets, newsletters) and from our dedicated Neighbourhood Officers.

2. We will provide you with information specific to your new home

Upon tenancy allocation we will issue you with the following:

- Customer Welcome Pack
- Tenancy Agreement
- 6-week new tenant visit
- 8-month new tenant visit
- Gas safety certificate
- Electrical safety certificate
- Energy performance certificate (EPC)

3. We will seek feedback on your experience of the LYHA allocations and lettings service

We do this by measuring:

- % customers satisfied with the application process
- % customers satisfied with the condition of their new home
- % customers satisfied that they were kept informed throughout the process

We also ask all customers moving into new build homes how satisfied they are with the build quality.

