

Triathlon Homes Service standards

<p>Customer service</p>	<p>When we are providing services to customers we will:</p> <ul style="list-style-type: none"> • Be professional and approachable and listen to your queries carefully. • Wear our name badges and clearly let you know who you are dealing with. • Be helpful and provide you with advice and information, including pointing you in the direction of additional services offered by other organisations.
<p>When you are moving in</p>	<p>When you move in we will provide:</p> <ul style="list-style-type: none"> • A new home built to good energy efficient standards. • A welcome pack with information about your landlord, your home and your neighbourhood. • A welcome visit within 8 weeks of moving in to check that everything is going well.
<p>Office location and opening hours</p>	<p>The East Village Management Office at 80 Celebration Avenue, London, E20 1DB, will be open from Monday to Friday 8:30am – 6pm and Saturday 9am-12.30pm.</p>



<p><i>Calls and emails</i></p>	<p>We will answer calls and emails as quickly as possible:</p> <ul style="list-style-type: none"> • Within office hours we aim to answer our phones within 20 seconds, and only use an answer phone if we really need to. If you leave a message we will get back to you by the next working day. • We'll acknowledge all emails and letters within 3 working days and always provide you with a named person and contact number in our response.
<p><i>Making and keeping appointments</i></p>	<p>Residents can make appointments to meet the team:</p> <ul style="list-style-type: none"> • If you have an appointment we'll see you within 5 minutes of the appointment time. • If you don't have an appointment, we'll still see you but you may have to wait a little longer. • If you are unable to come to the office, we can visit you in your home.
<p><i>Rent and service charges</i></p>	<p>In regards to rent and service charges we will provide:</p> <ul style="list-style-type: none"> • A rent and service charge statement every quarter. • A range of ways to pay your rent, including by direct debit, online or through PayPoint and at the Post Office. • An explanation of how your rent and service charges are calculated every year. • One month's written notice if there are changes to your rent or service charges. • Help and confidential advice on any benefits you may be entitled to, including sign posting to relevant agencies.
<p><i>Repairs</i></p>	<p>If you need to arrange a repair we will:</p> <ul style="list-style-type: none"> • Provide information about which repairs should be completed by Triathlon Homes and which are the responsibility of tenants and leaseholders/shared owners. • Make an appointment for the repair, letting you know whether it can be carried out in one visit and when it has been booked. • Let you know if there are any problems with keeping the repair appointment. • Respond to emergency repairs and make safe within 2 hours and carry out urgent repairs within 5 working days and routine repairs within 21 working days. • Prioritise repairs for vulnerable residents, for example hot water repairs for families with very small children. • Ensure all of our repairs contractors introduce themselves, show their identification and treat you and your home with respect. This includes cleaning up at the end of the day when the job is finished.



<p>Dealing with complaints</p>	<p>If you are unhappy with the service and make a complaint we will:</p> <ul style="list-style-type: none"> • Handle complaints in writing, over the phone, by fax, email or in person at any of our offices. • Acknowledge your complaint within three working days. • Fully respond to your complaint, addressing everything in your complaint within the timescale we set in our acknowledgement.
<p>Considerate behaviour</p>	<p>We expect neighbours to be considerate of each other. If there are issues we will:</p> <ul style="list-style-type: none"> • Take all incidents of inconsiderate or anti-social behaviour seriously and take proportionate action against those who behave in this way. • Contact you within 24 hours for serious cases and three working days for standard cases, if you have reported inconsiderate or anti-social behaviour to us to talk about the problem and agree what will happen next. • Stay in regular contact with you if further action is needed, explaining what we are doing and support you as needed.
<p>Confidentiality and use of information</p>	<p>In regards to confidentiality and use of your data we will:</p> <ul style="list-style-type: none"> • Provide you with a confidential meeting room should you wish to speak to us about a sensitive matter. • Abide by data protection laws and use any information we have about you sensibly and sensitively. • Use information we collect to provide you with information about Triathlon Homes services, your tenancy and rent/service charges, changes to services and to update our records about you. • Only keep your information for as long as needed, and only share your data with relevant public authorities such as the police where there is good cause.



**Consultation,
communication and
equality and diversity**

In regards to consultation and communication we will:

- Provide a quarterly update about services and your neighbourhood, either by email or printed.
- Provide information on the Triathlon Homes website.
- Provide an annual performance report which shows what services we have delivered and how we have performed against service standards.
- Advertise and promote any consultation opportunities where you can share your views on services.
- Carry out regular surveys after you have received a service to check how happy you were with the result and the quality of customer service you received.
- Support residents to set up resident associations.
- Make sure all our information is clear and easy to understand and provide assistance to residents who need documents in large print, Braille or translation/interpretation services.

