

Appendix 1 – Proposed standards

SAFETY

What you can expect from us - proposed standards

We will:

- Carry out health and safety inspections of communal areas on estates every 3 months, **including ensuring escape routes and communal areas are free from obstruction, communal doors, water tanks and glazing is safe and secure and the area is free from graffiti, rubbish and vandalism.**
- Service every tenanted property that has a gas supply every 12 months.
- Review Fire Risk Assessments regularly on all purpose-built blocks with communal areas
- Carry out electrical testing in communal areas and tenanted properties.
- **Carry out inspections of tenant and leaseholder front entrance doors annually in blocks 5 storeys or above.**
- **Install carbon monoxide alarms in our rented properties where there is a fixed combustion appliance (such as a boiler)**
- **Provide you with information on how to keep your home and building safe.**
- **Ensure residents are kept up to date about the safety of their building through a range of communication methods, including notice boards, signs in communal areas and lifts or another method of their choosing.**
- **Appoint a health and safety lead to ensure that all our buildings meet building safety obligations.**
- **Meet the legal requirements for high rise buildings, for example, involving residents in fire safety and reporting significant fire safety risks.**

QUALITY

What you can expect from us - proposed standards

We will:

- Inspect a percentage of all repair orders after they have been completed to ensure works have been completed **to a satisfactory standard.**
- Carry out repair satisfaction surveys for all repairs completed in your home.
- Monitor and report our performance for percentage of repairs completed **against our target times**
- **Treat all residents, regardless of tenure, with courtesy, fairness and respect.**
- Be responsive to customer needs and aim to ensure that you can make best use of our services.
- Operate the WATCH emergency personal alarm service, 24 hours a day, every day of the year **and answer 99.5% of all WATCH emergency calls within 3 minutes.**

- **Continue to improve all council housing stock to an Energy Performance Certificate (EPC) level of C or higher where possible.**
- **Deliver environmental improvements across our estates.**
- **Provide more services online so it is easier to report repairs, raise a query or view what has been reported**
- **Take a zero-tolerance approach to damp and mould and act without delay (for example, carry out a mould wash as soon as possible and undertake any necessary remedial works to prevent reoccurrence).**
- **Give you a target timescale and tell you who will be dealing with it when you report a repair.**

NEIGHBOURHOOD

What you can expect from us - proposed standards

We will:

- Operate the Joint Control Centre (JCC) 24-hour emergency service, seven days a week, 365 days a year.
- Respond to emergency Joint Control Centre calls that require the attendance of an officer within 30 minutes.
- Report on the percentage of follow up actions completed in 5 days after a noise complaint has been received.
- Provide a recorded information message for major incidents, for example, where there is large scale electrical failure in an area.
- **Remove graffiti within our published target times and review these targets annually.**
- **Keep you informed about the progress of your anti-social behaviour report and the outcome of your case.**
- **Consider the full range of anti-social behaviour remedies and tools available. In the most serious cases this could result in a tenant (or leaseholder) losing their home.**
- **Carry out personal risk assessments for domestic abuse and serious anti-social behaviour.**
- **Tell you how we will work with our local partners such as the Safer Neighbourhood teams and make residents aware of their roles and responsibilities through customer information, estate notices and signage and resident publicity.**
- **Work with our residents and cleaning contractors to ensure blocks and estates meet the recognised Housemark Caretaking and Cleaning benchmarking standard.**

TENANCY

What you can expect from us - proposed standards

We will:

- Assess fully completed housing applications and let applicants know the outcome in writing, including details on how to request a review of the decision.
- Offer practical assistance with making an online application for housing where requested or where appropriate.
- Maintain a reception and appointments service to deal with housing advice and options enquiries.
- **Provide and explain the importance of your tenancy conditions and offer options for translation in the format that meets your needs.**
- **Provide at sign-up, information and advice to new tenants with paying rent and any additional advice on claiming benefits (where applicable)**
- **Provide new tenants information on home safety and landlord and tenant responsibilities in keeping the home and block safe.**
- **Visit new tenants in their new home within 28 calendar days of the start of the tenancy, reminding them of their roles and responsibilities.**
- **Offer tenancy support, arrears and budgeting advice through our in-house Tenancy Support Service and Financial Inclusion Team to residents at risk of losing their tenancy.**
- **Make contact with the tenant within 48 hours when a referral to the Tenancy Support Service is made.**
- Develop a tailored support and independence plan together with the tenant within 8 weeks of moving in to sheltered housing.
- Offer appropriate advice and housing options for those effected by domestic abuse and serious crime, which may include the Stay Put Stay Safe Scheme.
- Increase take-up of house purchase grants to enable residents to buy a property on the open market.
- **Review annually and set a challenging target for letting empty properties, which we will report through our key performance indicators.**
- Deliver the Council's 1,000 Wandsworth Homes for All Programme to help meet local resident housing demands.

TRANSPARENCY

What you can expect from us - proposed standards

We will:

- Write to residents on completion of a major works contract inviting their views on the project.
- **Provide a range of payment options for leaseholders to pay for major works, including extended repayment periods for resident leaseholders.**
- **Send out clear, transparent, and accessible service charge statements by 1 October each year including a summary of costs and a breakdown of the estimated costs for the current year.**
- Respond to requests for information from leaseholders, prospective purchasers or their solicitor within 21 calendar days of receipt once the relevant fee is paid.
- State the budget position for the Housing Revenue Account and set out what we have spent our resources on in the Annual Report to Residents.
- Aim to deliver high quality value for money services.
- Deal with our customers with honesty and integrity telling you what we can and cannot do.
- Be clear about what your responsibilities are.
- **Seek your views on our services such as repairs, safety and anti-social behaviour through the annual resident satisfaction survey.**
- Provide an Annual Report to Residents, developed with resident representatives, to show our progress against service standards and targets.
- Learn from complaints and publish our performance on complaints through the Annual Report to Residents and through our Resident Engagement structures.
- Annually review the performance indicators we report and the targets we set so they remain relevant, challenging, but achievable.
- **Offer support, assistance or accessible formats when providing important information to you.**

ENGAGEMENT AND ACCOUNTABILITY

What you can expect from us - proposed standards

We will:

- Support the development of accredited Resident Associations (RA) and seek to increase the number of residents with access to an RA
- Publish and deliver Homelife to all Council properties four times a year and promote the online version. This gives us the opportunity to tell residents what work the Department and community groups are doing.
- Provide a variety of ways for you to tell us what you think about our services.
- Provide support and funding for recognised Housing Community Champions who work for the benefit of their local community.
- Work closely with residents on estates identified for improvement and regeneration to develop preferred options for the future of their homes and estates.
- Comply with the Housing Ombudsman's Complaints code of conduct and work closely with the Housing Ombudsman where issues arise.

- **Let you know who will deal with your issue and when you can expect a response if you report a problem to us.**
- **Regularly review the Resident Engagement Strategy setting out ways in which you can get involved at a level of your choosing.**
- **Offer options for residents to review our services, which may include mystery shopping.**
- **Develop accessible housing and make available occupational therapists to ensure residents with additional needs continue to live independently in their homes.**
- **Consider the impact to residents with protected characteristics when making major changes to our policies and strategies by completing Equalities, Impact and Needs Assessments.**
- **Train our staff and offer support to ensure that professional standards are maintained and that staff understand the different needs of our residents**