

# Our service standards



## Our promises to you

We want to provide a high standard of service, whether you are moving into a Newlon home for the first time, requesting a repair, seeking advice about rent or making a complaint.

We are committed to providing a responsive and high quality service to all our residents, which provides good Value for Money.

These standards tell you what you can expect from us in terms of the services we provide and the deadlines we work to.

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If you contact us about any service by phone or by using one of our email addresses listed below we will:

- Always respond within two working days.
- Always give you a full reply within 10 working days.
- Always aim to respond to you within these timescales and the majority of enquiries will be dealt with more quickly.
- Always aim to answer your call quickly and deal with your query at the first point of contact. Where we cannot respond to your call quickly we will provide you with the option of Qbuster whereby we will phone you back when staff become available.
- If you come into our offices, we will see you within five minutes if you have made an appointment, and 30 minutes where you have not.

There may be some complex queries which we cannot deal with within these timescales. In these cases we will let you know within 10 days when we will be able to respond to you in full.

To contact Newlon by phone please call us on **020 7613 8080** (or **020 7449 4300** if you live in our Royal Free Hospital accommodation).

## **To contact Newlon by email please use the following email addresses:**

**repairs@newlon.org.uk** – to report or enquire about a repair.

**customerservice@newlon.org.uk** – for any tenancy, service charge, housing or general enquiries.

**income@newlon.org.uk** – to discuss anything to do with your rent.

**stir@newlon.org.uk** – if you live at the Royal Free Hospital.

**serviceresolution@newlon.org.uk** – if you want to make a complaint about our services.

**asb@newlon.org.uk** – to report Anti-Social Behaviour.

## **Our approach to customer service**

Our staff follow the principles of:

- Always dealing with the query.
- Being clear.
- Checking we got it right.

## **Our Objectives are:**

- **Reliability**

To deliver what we promise and let people know if we have to change it.

- **Consistency**

To give the same correct response irrespective of which member of staff you speak to.

- **Speed**

Doing things as quickly as possible, delivering a service not just an acknowledgement.

- **Awareness**

We know when we have made mistakes and we learn from them.

## Our key standards

- **Involvement** – We will provide a range of options for getting involved so you can decide how and when to work with us to improve our services. We will measure this by letting you know what we have changed as a result of your involvement and feedback.
- **Rent** – We will notify you of any arrears within two weeks and we will work with organisations that can provide advice and support with debts.
- **Repairs** – We will carry out repairs in line with our repairs standards and aim to get things fixed first time. (However this is not always possible with more complex repairs.) We will keep you informed about what is happening with the repair.

In order to ensure we fully understand what the issue is, we may ask for photos or for you to check whether your neighbours are also experiencing these issues. We hope that this will reduce the number of visits required to remedy the issue.

You can find our repairs standards in our Repairs leaflet, which you can find at [www.newlon.org.uk/publications/leaflets-brochures/](http://www.newlon.org.uk/publications/leaflets-brochures/).

- **Making appointments** – When you call to report a repair we will always give you an appointment for when the work will be done.
- **Missed appointments** - Where we fail to keep an appointment we will pay £10 per failed appointment and also arrange another appointment to meet your needs, which could be outside our normal office hours.
- **Anti-Social Behaviour and Noise Nuisance** – We will respond to all reports of Anti-Social Behaviour and provide you with a plan of how we intend to manage this. We will keep you regularly updated on how we are tackling the problem.
- **Complaints** – We will respond to all Stage 1 Complaints within 10 working days, aiming to do all we can to resolve it to your satisfaction and, where we get things wrong, put them right.

- **Communal repairs** – We aim to carry out routine repairs to communal areas as part of a scheduled handyperson visit. This means we can do the work as cost effectively as possible to keep costs to residents down. These should always be completed within 20 working days, and usually sooner.

## **How will you know if we are keeping our promises?**

- We will report our performance to residents through our Residents' Forum, on our website and in our annual Residents' Review.
- We will do surveys to ask for your opinions on our services and then provide you with the results.
- We will ensure our Residents' Forum review standards annually to check performance and ensure that our service offer is in line with residents' priorities.
- We will monitor performance reliability and quality through complaints monitoring, satisfaction surveys and through internal Quality Audits.
- We monitor our main contractors' performance and follow up on outstanding works orders.

If you would like this information in large print, audio, Braille, or an alternative format, please ask a member of staff.

Newlon Housing Trust  
Newlon House, 4 Daneland Walk,  
Hale Village, London, N17 9FE.  
Tel: 020 7613 8080

Phone calls may be recorded for training and quality purposes.

Newlon Housing Trust is a charitable housing association.

This leaflet was correct at the time of printing. Information does change over time. Please check our publications at [www.newlon.org.uk/publications/leaflets-brochures/](http://www.newlon.org.uk/publications/leaflets-brochures/) for the latest version.

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