



Platform Pledges

**Delivering great
customer services**

A guide outlining
our services and
the standards you
can expect



We will ensure that it's easy for you to contact us at a time to suit you and we will respond in a timely manner to your enquiries

- We will give you access to report routine repairs and make service requests **24/7** via our online customer portal.
- We will give you **24/7** access to report emergency repairs via our Platform Customer Contact Hub.
- We will aim to answer phone calls to our Platform Customer Contact Hub within **5 minutes**.
- We will reply to emails and online enquiries sent to our Platform Customer Contact Hub within **3 working days**.
- We will acknowledge all formal complaints within **5 working days**.
- We will aim to respond to all formal complaints within **10 working days** of the **Stage 1** complaint acknowledgement date.
- We will aim to respond to all final review complaints within **20 working days** of the **Stage 2** complaint acknowledgement date.
- We will make our services accessible through a range of reasonable adjustments such as translation services and alternative formats (e.g. large print, Braille).



We will listen, keep you informed, and work with you to shape our services

- We will publish a minimum of **3** customer newsletters each year, one of which will be our Customer Annual Report.
- We will publicise our performance on our website **quarterly**.
- We will report back to you regularly on things that we have changed as a result of your feedback.
- We will offer you a flexible range of ways to get involved in the review and development of our services and ensure your voice is heard.
- We will tell you how your rent and service charge, where applicable, is spent each year.



We will keep your home well maintained

- We will complete or make safe an emergency repair within **24 hours** of it being reported to us.
- We will complete a non-emergency repair within **28 days** of it being reported to us.
- We will ensure that your home meets the Government's decent homes standard.
- We will offer a range of repairs appointments that fit around you.



We will keep you safe in your home

- We will carry out fire safety inspections in your communal areas and ensure we complete any required works or actions following the inspection.
- We will carry out **yearly** service and safety inspections on all gas, oil, open fire and solid fuel appliances in your home.
- We will carry out a **5-year** periodic electrical safety inspection in your home.



We will work to ensure that your local neighbourhood is safe, clean and well maintained

- We will respond to reports of domestic abuse and hate crime within **1 working day**.
- We will respond to all other Anti-Social Behaviour reports within **3 working days**.
- We regularly monitor our neighbourhoods to review the quality of services delivered in communal areas.
- We will offer ways for you to be involved in reviewing the services delivered in your local area.
- We will remove bulk rubbish that is our responsibility or work with those responsible, to do so.



We will provide you with a range of support to help you sustain your tenancy

- We will offer Tenancy Health Checks to ensure that you are receiving all of the appropriate services from us and to highlight any extra support that you may need.
- We will offer support with budgeting to ensure that you are receiving all of the welfare benefits that you are entitled to, and we will provide advice and signposting in relation to debt and energy saving.
- We will offer a range of support to improve your digital skills and help you to get online.
- We will offer a Wellbeing Fund to support you during difficult times, subject to eligibility and availability criteria.
- We will offer advice and signposting to other agencies and services where we do not offer specialist support.