



Our house – your home

Our House Your Home

Our job is to empower you and to provide you with the best service we can.

We want you to be able to maintain a good standard of living within your home and community.

To achieve this, we have developed a set of service standards that explains what you can expect from us and what we expect from you.

These service standards do not replace your tenancy or lease agreement, but should be read alongside it.

These standards have been created by tenants, leaseholders and staff and are based on the idea of working together so our house can be your home.

The first section outlines what we need from our tenants and leaseholders so we can fulfil our responsibilities.

The basics...

Your tenancy or lease agreement includes everything that we require as a landlord. Before you moved into your home, you will have signed this agreement. As it is a legally binding document it is important that you meet all the requirements in this agreement.

Here is a reminder of some of the basics:

- Pay your rent and service charges in full and on time
- Look after your home, garden and any shared areas as agreed in your tenancy or lease agreement

- Give us access to your home when we need to carry out repairs, gas safety inspections or any other essential work
- Be responsible and keep your home a safe and secure place to live
- Keep all communal areas clear including landings and stairways

Help us to help you...



We want you to live successfully and independently in your home. There may be times where you need a helping hand. In these situations, it is important that you help us to help you. To do this we need you to:

- Keep us up to date with your most recent phone number(s) and email address so it is easy to get hold of you
- Tell us straight away about anything which may affect your rent or your ability to pay
- Stick to your repayment plan if you are in arrears
- Keep us up to date with who is living in your home (including lodgers)
- Report any repairs or damage to your home that you can't fix yourself as soon as possible (See page 7 of the repairs handbook for information on the types of repairs that are your responsibility)
- Ask permission if you want to do any work or alterations to your property
- Let us into your home if we need to do a visit
- Keep dogs secure and make sure they are microchipped and that you have permission for them

The right behaviours...



How you behave influences how people are with you. As one of our tenants or leaseholders you will have contact with a wide range of people including neighbours, staff and contractors. We hope the majority of these interactions are positive but understand there may be times where you might have a negative experience. To resolve these issues we would encourage you to:

- Treat everyone with respect
- Work with your neighbours to resolve any issues
- Be understanding towards others and offer help if they are struggling or report it to your housing officer
- Tell us when we have done a good job
- Use our complaints process if something has gone wrong and work with us to come up with a reasonable solution
- Use customer services to get quick answers to your questions or to find out who to speak to

Work with us...

We have over 10,000 tenanted properties and 1,700 leaseholds to manage. Each tenant and leaseholder is unique and so will have different expectations of the housing service. There are also things we must do as a landlord to keep your home safe. To help us to make informed decisions on how we focus our time and resources we need you to work with us:

- Listen to the advice given by our staff and remember we are here to help you
- Let us know what you think of our services by going on the website, attending resident events or completing surveys
- Volunteer some of your time to take part in one of our focus groups
- Understand we don't have the resources to do everything and have to meet our requirements as a housing landlord. Tell us what your priorities are so we can target what we have in the right way
- Use our website and Facebook page



Your housing service



Dacorum's housing service is managed by several different teams. Our main responsibilities are to manage your tenancy and lease agreements and keep all homes safe and maintained to a suitable standard. We collect rent and service charges from you to provide these services.

As we are a social housing landlord, we also understand people living in our homes might need extra support. This is offered through our tenancy sustainment and supported housing teams.

In this section of the service standards we will explain what you can expect from us.

The basics...

Getting the basics right is essential for us as a landlord. This is a list of everything we must do for you:

- Conduct a gas safety check in your home every year if you are a tenant
- Complete repairs to the standard set out by the Repairs Handbook
- Inform you of any big changes that could affect you or your tenancy / lease agreement
- Invest the rent we collect from you back into the housing service
- Keep you safe and report any concerns about the safety or welfare of you or others living in your home
- Keep your information confidential

Access to our service...



How we keep you informed, interact with you and respond to your queries plays a big role in your experience of our service. Everyone has a preferred way of communicating whether this is online, through social media or on the phone. We want to make all contact with us as easy and convenient as possible for you so that you can get the information you need. We offer a range of ways to report a repair, and flexibility in repairs appointments.

We will provide a service that is accessible by:

- Making it easy for you to contact the right team by clearly displaying the right contact information when we write to or email you
- Offering AM or PM appointments for repairs so you have some flexibility with things like the school run
- We will always be clear and use plain English, and will not use jargon in any documents we produce or when we're talking to you
- Ensure our customer services department know who to contact on your behalf or can resolve issues for you
- Making sure our website is up to date and that it is easy to find the information you need
- Providing online services that you can access at a time to suit you, including reporting a repair, paying your rent and updating your contact details through our self-service portal
- Managing our Facebook page during working hours so you can get in contact or find out what is going on in the housing service

Our behaviour...



At Dacorum, we ask staff to ensure they always display our four key behaviours. These are; be positive, be reliable, take responsibility and work with others to deliver a great service. Here is what else you can expect from us:

- We'll wear our ID badges so you know who we are
- We'll be approachable, polite, respectful and understanding whenever we're working or communicating with you
- We'll be well presented and appropriately dressed
- Do what we say we'll do and be clear about when we'll do it
- Get repairs you report 'right first time' in one visit where possible, bringing everything we need with us to deal with your issue

Listen to you and improve services...



Working with you to improve services is something we are passionate about. As the first housing provider in the country to achieve the nationally recognised Tpas standards, our approach to engaging with you is something we continually invest in.

We believe it is important that you have a voice and feel listened to. To help us to get this right, we have a team dedicated to keeping you informed and gathering your views and feedback to shape our services.

To deliver this we have created a number of ways you can get involved and have your say, these include:

- Encouraging you to get involved and work with us to design, monitor and scrutinise our services
- Telling you about the changes we have made as a result of what you have told us
- Making it easy for you to provide feedback and tell us how we're doing
- We'll be open and honest with you about our performance
- We'll take the time to consider the issues you raise and make sure our responses are clear and fair
- Giving you an opportunity to help shape big decisions and where possible adapt plans to reflect your views

