



Service Standards

Our Mission, Objectives and Values

“To be a leading provider of high quality affordable homes in rural areas of Wiltshire, Swindon, Somerset and surrounding areas. To provide excellent management and maintenance services to our customers and to help maintain vibrant and thriving communities”

We promote equality of opportunity in every aspect of our business in line with our objectives.

Our Service Standards

In General

To return telephone calls within 2 working days (excluding weekends).

To send a full response to letters and emails within 10 working days (excluding weekends) of receipt with an initial response within 3 working days.

Staff to be available between 9am - 5pm Monday to Thursday and 9am - 4.30pm Friday.

To provide an online service for reporting repairs, viewing rent statements and for other communication.

To maintain confidentiality in accordance with GDPR rules and our data protection policy.

To provide information within 10 working days of a request from a resident.

Tenant Participation

To offer tenants the opportunity to participate in and influence the running of the Association.

To keep tenants informed of issues that affect them and listen to their views.

Rents and Service Charges

To ensure rents are reviewed annually in accordance with the regulations.

To ensure services charges are eligible for housing benefit or Universal Credit housing costs where possible.

To provide information to tenants before introducing a new service charge.

To send each tenant paying a service charge an annual statement.

Housing Management

To carry out scheme visits and neighbourhood inspections.

To let our properties within 15 calendar days.

To complete mutual exchanges within 6 weeks.

To liaise with other agencies regarding transfers for tenants when required.

To deal with reports of anti-social behaviour within our policy guidelines.

Welfare

To assist tenants with welfare benefit applications.

To offer our Tenancy Plus service, where required.

To undertake minor adaptations for tenants in line with our policy and assist tenants in applications to the local authority for major adaptations where required.

Response Repairs

To provide an 'out of hours' contact number for emergency repairs.

To attend emergency repairs within 4 hours and complete within 24 hours.

To carry out routine repairs by mutual appointment within 28 calendar days.

To ensure an appointment is made by the contractor and that the appointment is then kept.

To aim for repairs to be completed on first visit, where possible.

To ensure the worksite is left tidy for tenants after completion of the work.

To inspect a minimum of 10% of general repairs following completion.

Cyclical Works

To make an appointment with the tenant for any external or internal inspections and agree a time for the works to take place.

Planned Works

To consult the tenants 8 weeks in advance of the planned improvements.

To advise tenants of the date and time when work is to begin and to give them the name of the contractor.

To inspect all improvement works once a week during the work and upon completion.

To inspect a minimum of 95% of planned works following completion and to inspect works in progress at least once during large contracts.

How to contact White Horse Housing

By Post: White Horse Housing Association Ltd
Lowbourne House, Lowbourne Road, Melksham,
Wiltshire, SN12 7DZ

Telephone: 01380 850916
Email: info@whitehorsehousing.co.uk

Website: www.whitehorsehousing.co.uk

Via our Customer Portal - click on **"My Tenancy Account"** from the Website

Find us on Facebook & Twitter



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