

**Tenant Involvement and Empowerment standard:-** We will:

1. Listen to what you tell us, and improve our services by learning from complaints and other feedback and what has changed as a result.
2. Deal with complaints fairly and aim to give a full response within five working days or keep you informed if we can't.
3. Ask you if you are happy with the overall standard of service and publish satisfaction levels.
4. Keep you informed about things that affect you in a variety of ways.
5. Give you the appropriate level of support, mentoring and training you need if you wish to be involved in the work of the Trust.
6. Keep our Residents Agreement up to date, and regularly inform you of how you can get involved.
7. Provide an out of hour's emergency service for any housing related emergency, in addition to our emergency repairs service.
8. Treat you with fairness and respect.
9. Communicate with you in a way that's easy to understand and meets your needs – for example:
  - Large print or audio
  - Translate google on our website
  - Language Line for personal contact
  - Or any other method that is needed and reasonable.
10. Give you extra support to use our services if you are vulnerable in any way.
11. Make it as easy as possible for you to access our services through:-
  - a range of local shops
  - a contact centre
  - an out of hours emergency call line
  - an interactive website (one you can use on your mobile phone)
  - personal visits to your home
  - regular newsletters.

**Home Standard – We will:-**

12. Improve homes to a higher level than that set out in the government's Decent Homes Standard or an equivalent standard. We will do this by continually monitoring customer's feedback, demand and costs to ensure our home improvement works offer value for money, and meet customers' expectations.
13. Complete repairs on the same day they are reported or by any other agreed appointment.
14. Aim to get repairs right first time and use your views on whether we achieve this to measure and report on performance.
15. Monitor overall Home Improvement programme satisfaction standards and involve customers if they fall below a tenant agreed standard.
16. Have an agreed re-let standard with customers, which is available on our website, and make sure all homes meet Trust policy as a minimum. We will provide accompanied viewing's and agree all other repairs with the customer.

### **Tenancy Standard**

17. Let our homes in a sustainable way, to applicants who are tenant ready and ready to move.
18. If you miss any payments we will let you know quickly, to prevent you getting into more debt. We will then work with you to make an affordable payment plan
19. We will repay any agreed credit within 20 working days of agreeing the credit.
20. Offer a free money matters advice service to help manage household bills or debts and access benefits in partnership with Shropshire Housing Alliance.
21. Identify those who are vulnerable and offer them on-going support either through tenancy support or other agencies

### **Neighbourhood Standard**

22. Provide all the information on the services delivered to any communal areas when you move into a flat. We will then keep you updated on any changes to that service.
23. Clean all internal communal areas of flats and Retirement Living schemes in accordance with the service contract. If there are any changes we will discuss them with you, including cost changes, contractor changes and changes to any other arrangements.
24. Work in partnership with other agencies to tackle ASB and to improve the local environment in our neighbourhoods.
25. Be sensitive to those who want to keep pets and, as a minimum, maintain the RSPCA PAWS bronze standard or its equivalent for animal welfare.