



midland
heart 

MAKING WHAT
MATTERS
Brilliant



Our
Service
Standards

Customer Hub



- We'll do our best to resolve queries the first time you contact us
- We want you to only have to tell your story once when reporting an issue and will work to reduce avoidable contact
- Where there are valid reasons that we are unable to meet our service standards we'll regularly update you on next steps
- When answering your queries we'll - answer emails in 48 hours - answer calls within 30 minutes - respond on social media within two working days

Complaints



- We'll work with you to find solutions so your concerns can be resolved as a first stage resolution
- Use your complaints feedback to improve our services so that the same issues don't happen again
- Any formal outcome will be communicated to you in line with the Ombudsman requirements

Repairs



- Carry out repairs on a date and time that suit you
- Aim to get as many of our repairs completed on the first visit, by making sure our contractors carry the materials they need for the most visited jobs our contractors vans carry the materials for the top 100 jobs

Responsive Repairs



- Attend emergency repairs within 24 hours
- Complete routine repairs within 28 days
- Complete major repairs within 90 days*

*A major repair is a repair involving a capitalised component replacement, e.g. kitchen/bathroom/roof, structural works or repairs that require the erection of permanent scaffold



Gas Repairs and Servicing



- Attend Emergency gas repairs within 2 hours – this applies to uncontrollable water leaks from your gas heating system only. (All other water leaks are to be reported as a general day to day repair). National Grid will attend to all reported gas escapes and suspected carbon monoxide incidents
- Attend to urgent gas repairs within 24 hours, this includes gas heating and hot water failure
- Attend routine gas repairs within 14 days on a date and time to suit you
- Carry out an annual gas safety check at your home and provide you with a copy of the Landlords Gas Safety Certificate

Planned Maintenance



- Deliver planned maintenance works in an agreed timescale, subject to you allowing access to complete the works
- Where appropriate, e.g. for kitchens, we'll agree a design with you in advance

People and Place



- Address people breaching their tenancy agreements
- When investigating reports of Anti Social Behaviour we'll:
 - Assess and reduce the risk of harm
 - Agree action plans with those who report problems and update at agreed timescales
 - When appropriate and safe to do so, encourage customers to resolve the problem themselves
 - Close cases only when a long term solution has been achieved or we have done everything we reasonably can to achieve an outcome
- Proactively manage our estates to make sure they're free of hazards likely to cause harm and are places where people want to live



Income



- Provide you with annual rent and service charge information so you know how much rent you need to pay
- Let you know when your account falls into arrears and take the relevant action to recover the debt
- Offer a money advice service or referrals to other agencies if you are finding it difficult to pay your rent, need advice about welfare benefits or have a debt

Allocations and Lettings



- Wherever possible give you the opportunity to choose the area where you live from the homes we have available
- Keep you updated about when your home is ready to move in to if there is a delay
- Show you around your new home before you sign your tenancy agreement

Customer Engagement



- Provide and promote a range of opportunities for Customers to get involved and shape our services
- Provide Involved Customers relevant training and/or skills development to support you to scrutinise and improve service

