

INFORMATION FOR TENANTS

Tenants' Quality Promise

At PCHA we aim to provide a high quality of service in all areas of our work. We welcome your complaints. They let us know when we have got things wrong and give us the opportunity to put them right and ensure that they don't happen again.

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Introduction

PCHA believes that our tenants have the right to expect the best possible service for the price that they are willing to pay and that they should be key players in deciding how their services are delivered.

The PCHA Tenants' Quality Promise is an agreement between the tenants, the people who pay for the service, and PCHA, the people responsible for delivering the service. It covers:

- The standards of service that are to be delivered to all PCHA tenants
- Information on how local neighbourhoods can agree additional local services needed for their areas via neighbourhood plans
- How we will monitor tenants views on service delivery, in relation to the promises made in this document
- What action tenants can take if PCHA fails to keep to this agreement
- Where you can get a copy of the leaflets referred to in this booklet

This initial agreement has been prepared by PCHA staff and members of the PCHA Tenants Consultative Forum. It will be reviewed annually by tenants and officers and developed through consultation to achieve continual improvements of service.

The Tenants Quality Promise will be used by staff and tenant representatives to work together to monitor and improve services provided to tenants. It is not designed to assist tenants with individual concerns relating to service failure. The PCHA complaints procedure should be used for this.

Core commitments for everyone

The following services will be provided to all PCHA tenants.

Anti social behaviour [ASB]

PCHA will:

- Provide a summary of our anti-social behaviour policy to tenants within five days of request
- Respond to any report of incidents causing immediate danger to life or limb within 24 hours
- Respond to any report of harassment within 24 hours
- Respond to serious, but not life threatening, incidents requiring investigation within three working days
- Respond to all reports of anti-social behaviour within five working days
- Offer a mediation service

To help us achieve a better service, tenants are asked to:

- Show respect for your neighbours by ensuring that you, your family, friends and visitors behave in a responsible way
- Report anti-social behaviour to PCHA but also report serious incidents to the police
- Be prepared to help us gather the information necessary to take action when anti social behaviour occurs

Rent collection

PCHA will:

- Send tenants a rent statement every three months
- Give advice on how to pay your rent and how tenants can access financial help such as housing benefit
- Help older and vulnerable tenants to complete housing benefit application forms

To help us provide a better service, tenants are asked to:

- Pay rent and/or complete housing benefit forms on time
- Keep a copy of your completed housing benefit application form
- Seek advice immediately if you have a problem with paying your rent

Repairs service

PCHA will:

- Make sure that tenants are satisfied with the way PCHA staff deal with repairs
- Make sure that tenants are satisfied with the quality of repairs carried out
- Make sure contractors show ID cards
- Make sure contractors clean up after work is completed
- Make sure work is completed within one visit

- Make sure appointments are made and kept to
- Inform a tenant as soon as possible if an appointment cannot be kept
- Carry out repairs within the stated timescales:
 - Emergency repairs within 24 hours
 - Urgent repairs within five working days
 - Routine repairs within 20 working days

To help us provide a better service, tenants are asked to:

- Look after your property to avoid unnecessary repairs
- Report any repair that PCHA is responsible for as soon as you know about it
- Keep repairs appointments or let us know as soon as possible if you are unable to do so
- Make sure an appropriate adult is available to keep the repairs appointment: if unaccompanied children are left to provide access, the contractor will not enter the home
- Make sure that there is clear access to the repairs site

Tenant participation

PCHA will:

- Provide you with written information on the many ways you can become involved and participate at PCHA within 5 days of your request
- Help individual tenants explore the possibility of setting up a tenants' association, or informal tenants group, for their neighbourhood within 30 days of a request to do so

- Help to set up a tenants' association, or informal tenants group, when 40% of the tenants living in the proposed area wish to do so
- Provide annual support grants to tenants' associations completing the annual tenants' association audit
- Hold at least 4 meetings a year with the Tenants Consultative Forum

To help us achieve a better service, tenants are asked to:

- Attend local consultation meetings
- If you agree to join committees make sure you regularly attend the meetings
- When attending meetings be considerate of other people's points of view and never behave in an aggressive or disrespectful way
- Take part in any surveys we carry out

Services to older and vulnerable tenants

If you are receiving a support service from the Supported Housing Department:

We will aim to review 80% of support plans at the agreed time

If you live in a sheltered housing scheme or a directly managed hostel:

We will aim to achieve 90% compliance with monthly health and safety checks of communal areas

If we provide you with a housing management service:

We will provide you with a rent statement every three months

For all PCHA tenants receiving a service from the Supported Housing Department:

We will hold a tenant involvement forum at least 3 times a year and invite you to attend

Asset management

PCHA will:

- Send tenants clear information before any major repairs or replacement works are carried out
- Before major repairs or improvement works take place, provide an agreement, signed by PCHA and the tenant, which will cover the scope of the works, timescale, compensation payable (if applicable), confirmation of tenant choices, agreed kitchen layout and any other relevant matters

Communication and correspondence

PCHA will:

- Send you a copy of our Service Commitment leaflet, within five days of your request, which fully explains the standards you can expect when contacting PCHA
- Answer phone calls within four rings
- Reply in full to letters and emails within 10 working days
- Provide information that is available in other languages or other formats such as Braille, large print and audio tape or CD
- Provide a simultaneous translation service for telephone calls to tenants who request it

To help us achieve a better service, tenants are asked to:

- Be considerate to staff and neighbours
- Be polite and not discriminate against anyone
- Let us know as soon as possible if you are not able to keep an appointment

Complaints

PCHA will:

- Acknowledge receipt of a complaint within five working days
- Investigate your complaint within 28 working days and let you know the outcome within this timescale
- Arrange for you to present your case to an independent appeals panel if you are not happy with our response to your complaint

To help us achieve a better service, tenants are asked to:

- Let PCHA try and resolve your complaint within the given timescales
- Clearly identify your complaint in writing, although we will accept a verbal complaint
- Keep calm when speaking to the PCHA staff dealing with your complaint

Re-housing service

PCHA will:

- Provide you with a summary of our Re-housing transfer policy within five days of your request
- Send you a transfer application form within five days of your request
- Arrange a home visit to all new applicants within 10 days of receiving your transfer form
- Give you the annual gas service safety certificate when you move into a new home
- Explain the conditions of the tenancy to you before you sign the tenancy agreement and provide you with a copy of the tenants' handbook

To help us achieve a better service, tenants are asked to:

- If you are being re-housed, inform PCHA at least four weeks before the actual move date
- Dispose of all rubbish when moving out
- Notify all utility companies of your move and arrange for the Post Office to re-direct your mail to your new address
- Provide all information required including your identification documents and other supporting documents to help process your transfer application
- Pay any money owed to us so that we can agree to your transfer

Local commitments for neighbourhoods

In addition to the core commitments for everyone there are also opportunities for tenants to influence the local services provided to them. At the moment there are two ways in which PCHA can tailor local services for local neighbourhoods. These are:

- Neighbourhood plans
- Local contracts for communal clearing and grounds maintenance

Some neighbourhoods or estates may have local problems that need specific local solutions, e.g. security problems, lack of suitable facilities for young people, or criminal activity affecting residents. In these cases PCHA will work with those residents to identify the problems and causes, and agree on a neighbourhood plan to resolve the issues.

The neighbourhood plan will be designed to produce a co-ordinated approach to problem solving and PCHA will work with other partners such as the police or local youth services to make sure the plan is delivered.

The neighbourhood plan is designed to be delivered in partnership with tenants, in order to agree a tailor made service to meet local need.

The neighbourhood plan process should take about one year from start to end. However, in our experience, some issues may take longer to resolve so a plan may last up to two years.

Neighbourhood plans

PCHA will:

- Provide tenants with information on the neighbourhood planning process within five days of request
- Carry out a fact finding survey of all tenants in the neighbourhood to establish the concerns which need to be addressed
- Publish the results within three weeks of the survey being undertaken
- Agree a neighbourhood plan in consultation with tenants to address the concerns identified and provide a copy of the plan to all tenants in the neighbourhood
- Consult with local tenants as the neighbourhood plan is put into practice
- Undertake a tenants' scrutiny survey when the neighbourhood plan has been completed to find out if the concerns have been successfully addressed
- Publish the results to tenants within 21 days of the survey being done

To help us achieve a better service, tenants are asked to:

- Take part in the fact finding survey
- Come to the consultation meetings to help develop the neighbourhood plan
- Agree to join the tenants' liaison group
- Take part in the tenants' scrutiny survey

Grounds maintenance and cleaning of communal areas

We will involve tenants in the process of setting service standards for communal cleaning and grounds maintenance services, and advise tenants of all costs involved.

PCHA will:

- Cut the grass and clean the paths, car parks, and internal communal areas in line with the contract agreed for your block/estate
- Provide you with information on the frequency and standards of grounds maintenance and cleaning of communal areas agreed for your block/estate within 10 days of your request
- Carry out a consultation exercise to undertake a review of communal services when 20% or more of the tenants in that block or estate request it
- Alter the service and charges accordingly when more than 50% of the tenants reach an agreement on the nature and cost of the communal services. Please note that, in some circumstances, a base line minimum service will have to be provided for legal reasons

To help us achieve a better service, tenants are asked to:

- Make sure all communal areas are kept free of litter and are not used for dog fouling
- Make sure that you, your family or visitors do not disturb your neighbours when using communal facilities
- Take part in any consultation exercises that may be undertaken to review your communal services and service charges
- Play an active part in monitoring the delivery of this service when the opportunity arises

Monitoring and reviewing our Tenants' Quality Promise

PCHA wishes to involve tenants in monitoring and reviewing the Tenants' Quality Promise. This will be done at three levels.

Monitoring PCHA

The Tenants Consultative Forum (TCF) is the body recognised by PCHA for tenant involvement at a strategic level. It is made up of representatives from organised groups representing PCHA tenants, individual tenants active in the community and representatives from the PCHA Board. The TCF will be responsible for monitoring and reviewing the Tenants' Quality Promise.

Monitoring in the neighbourhood

PCHA will provide regular information to tenants as their neighbourhood plans are developed. When the neighbourhood plan has been completed we will undertake a tenants' scrutiny survey to establish if the concerns have been successfully addressed and publish the results to tenants within 21 days of the survey being undertaken.

Monitoring for individual tenants

PCHA will provide all tenants with performance monitoring reports once a year. The TCF is monitoring performance of the Tenants' Quality Promise. Articles on the results of this monitoring will appear from time to time in the PCHA tenants' newsletter.

What to do if PCHA fails to keep the Tenants' Quality Promise

If PCHA fails to meet these service standards tenants will be empowered to take action via the TCF. The TCF will be able to serve a Performance Improvement Notice and a Final Improvement Notice to which PCHA must respond.

The procedures for the Performance Improvement Notice and Final Improvement Notice are available on request from:

**The Resident Involvement Manager,
192 - 196 High Road Willesden, London NW10 2PB
Telephone 020 8150 4595**

This document gives information about our customer service standards. If you need any part of this information in large print, in Braille, on audio-tape or explained in your own language please contact us on the number below.

English

Dokumentigan wuxuu ku saabsan yahay in shaqada annu qabaneynaa macmiisheena. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Este documento proporciona-lhe informações sobre os padrões do nosso serviço de clientes. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portuguese

تمدك هذه الوثيقة بالمعلومات اللازمة عن مستويات الخدمة التي نقدمها لعملائنا. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই দস্তাবেজটি আমাদের গ্রাহক পরিষেবার মানদণ্ড সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Ce document contient des informations sur notre service à la clientèle. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

આ દસ્તાવેજ અમારા ગ્રાહક સેવાની ગુણવત્તા વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી ઊંઘેલ, સીડી ઉપર, આડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Este documento proporciona información sobre nuestras normas de atención al cliente. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

Telephone 020 8150 4000