

# Our service standards

Origin Housing's aim is to provide affordable housing and services of the highest quality to all our customers. We will do everything we can to make sure that you:

- Are treated fairly and equally
- Get a prompt reply to your letters, phone calls and general enquiries
- Are given clear, accurate and regular information
- Receive an efficient, polite service from well-trained staff
- Are able to have a say in the services we provide
- Have your enquiry handled in confidence and professionally
- Receive a courteous and friendly service when you call at our offices
- Are offered an interpreting or translation service if needed
- A full copy of our equal opportunities policy is available on request.

## OUR SERVICE TO YOU – AND THE TARGETS WE SET OURSELVES

### *LETTERS, EMAILS, etc*

We will usually answer your letters within 10 working days. If we cannot give you a full reply immediately: we will send you a brief note within three working days to let you know that we have received your letter; and a date by which we expect to be able to reply in full. We will respond to emails within two working days. If the person you are trying to reach is away from the office, you will receive a message advising when they will be returning. If your email requires a detailed response we will acknowledge it within two working days and aim to provide a full response within 10 working days.

### *TELEPHONE CALLS*

We aim to answer all calls within five rings and the person will answer with their name so you know who you are talking to. If the person you want to speak to is unavailable, your call will be passed to someone else who will be able to help. If you leave a message you will be contacted within one working day by phone or three working days in writing if you do not have a phone. Staff will publicise their direct line number.

### *VISITS TO OUR OFFICES*

We will keep the reception area and interview rooms clean, tidy and comfortable with a full range of information on services available to you on display. You will not have to wait more than five minutes before being able to talk to someone.



If you call without an appointment you will see someone who can help within 10 minutes. Or, if you want to see a specific person who is not available, you will be able to make an appointment to see that person at an agreed time. You will be able to speak to us in private. We will supply an induction loop at the reception desk and in the interview room.

#### *HOME VISITS*

If you are unable to visit our office and need to see someone face to face we will arrange to see you at home. Our visiting officers carry an identity card with their name and department written clearly.

#### *KEEPING YOU INFORMED*

We will:

- Send you written details of your rent account every three months
- Publish a newsletter at least twice a year about what is happening at Origin Housing.
- Provide you with a Tenants' Handbook
- Make sure that every year you get details of our organisation's performance so that you can check on us and how we are doing
- Send you a written note to confirm any repair that you may have ordered and also tell you how long it will take to carry out the work.

#### *WORKING WITH YOU*

We will:

- Promote and work closely with Tenants' Associations and also develop Tenants' Groups where everyone can have their say

- Carry out detailed tenants' surveys of your opinions and ideas
- Consult and involve our tenants in improvements to our service through our Tenants' Groups and panels
- Consult tenants on the level and quality of the services we provide
- Provide tenants with details of cleaning and gardening specifications for their estates or blocks of flats
- Provide good quality standards of service to the Association's estates and communal areas
- Carry out regular inspections on estates and schemes
- Offer all vulnerable tenants a resettlement and support service if required
- Investigate cases of nuisance, tenancy breaches and harassment taking legal action where necessary and appropriate
- Offer mediation services to tenants in dispute with neighbours where appropriate and agreed with the parties.

#### *NEW TENANTS*

We will:

- Provide a home visit to all new tenants in their homes within six weeks.

#### *REPAIRS*

We will:

- Offer a Freephone line for reporting repairs 24 hours a day, using the telephone number 0800 783 7903
- Offer an emergency repair service out of office hours
- Meet our repairing obligations as outlined in your tenancy agreement
- Provide a satisfaction slip for every

repair ordered and respond to all replies where work is marked as 'unsatisfactory'.

- Meet our legal obligation to provide an annual gas service and safety check to all tenants
- Provide a painting, redecoration and cyclical maintenance service to the exterior and common areas of your home
- Carry out a check on 10% of all the repairs which we and our contractors carry out
- Offer appointments
- Ensure that all contractors adhere to the contractor code of conduct
- Ensure that all of our properties achieve the Governments Decent Homes Standard

#### CONFIDENTIALITY

We will:

- Ensure that all interviews, correspondence and personal information will be treated in the strictest confidence and in accordance with the Association's Confidentiality Policy and relevant legislation.

In return we expect you:

- To treat our staff with respect
- Not to use abusive, aggressive or violent behaviour
- Not to make abusive, racist, sexist or homophobic remarks.

#### USEFUL ADDRESSES AND TELEPHONE NUMBERS

*HEAD OFFICE AND HOUSING SERVICES FOR CAMDEN AND ISLINGTON*

**110 Eversholt Street, London, NW1 1BS**

**Tel: 020 7209 9222**

**Fax: 020 7209 9223**

**Freephone 0800 040 7989**

**Email: [enquiries@originhousing.org.uk](mailto:enquiries@originhousing.org.uk)**

**Website: [www.originhousing.org.uk](http://www.originhousing.org.uk)**

**Office Hours: 9am – 5pm**

**Monday – Friday**

*HOUSING SERVICES FOR ENFIELD, HERTFORDSHIRE, BARNET AND BRENT.*

**Outer London Regional Office  
1A Watermill Lane, Edmonton,  
London, N18 1SU**

**Tel: 0800 040 7989**

**Fax: 020 8807 4837**

## AREA OFFICES

If you live in a retirement housing scheme you have a retirement housing manager working from a local office or scheme. They are the first person to contact for help or information. They will also be able to provide you with a local information sheet with useful contact details covering their particular area. Area Offices are given below.

Email [info@originhousing.org.uk](mailto:info@originhousing.org.uk), website [www.originhousing.org.uk](http://www.originhousing.org.uk)

*RETIREMENT HOUSING MANAGER FOR  
STEVENAGE, CAMBRIDGE & CHELMSFORD*

**Blakeney House  
Blakeney Road  
Symonds Green  
Stevenage SG1 2LH  
Tel: 01438 722535 (and fax)**

*RETIREMENT HOUSING MANAGER FOR  
TUNBRIDGE WELLS & PEMBURY*

**Furnival Court  
Broadmead  
Tunbridge Wells  
Kent TN2 5PF  
Tel: 01892 510875 (and fax)**

*RETIREMENT HOUSING MANAGER  
FOR CAMDEN*

**8 Nora Leverton Court  
Randolph Street  
London NW1 0TS  
Tel: 020 7284 5450  
Fax: 020 7284 1776**

*CONTACT CENTRE  
(24 HOURS A DAY)*

**Freephone 0800 783 7903**

*CUSTOMER CONTACT CENTRE  
(MON – FRI)*

**Freephone 0800 040 7989**