



## Service standards

Presented to Board for Approval: August 2023  
Next Review: August 2026

## 1.0 DEFINITION

- 1.1 Our service standards are based on the Scottish Social Housing Charter April 2017. It sets out our commitment to tenants and other service users and what tools we will use to measure our compliance.

| SSHC Standard                  | Area                    | Our Commitment to you.<br>We will:   | Tools we will use   |
|--------------------------------|-------------------------|--|---|
| Customer/Landlord Relationship | Outcome 1 Equalities    | <i>Recognise individuals needs</i><br><i>Treat all fairly</i><br><i>Treat all with respect</i><br><i>Ensure fair access to all</i>   | <ul style="list-style-type: none"> <li>➤ Contact with tenants – ‘Knowing our Tenants’</li> <li>➤ Promote equality through all processes and procedures</li> <li>➤ Equality Diversity &amp; Inclusion Policy</li> </ul>  |
|                                | Outcome 2 Communication | <i>Make it easy for you to communicate with us</i><br><i>Report regularly on our performance</i><br><i>Make it easy to complain</i><br><i>Learn from complaints to improve services</i><br><i>Listen to compliment’s</i><br><i>Use your feedback to improve our services and performance</i> | <ul style="list-style-type: none"> <li>➤ Update &amp; Promote Website</li> <li>➤ Newsletters</li> <li>➤ Promote complaints handling</li> <li>➤ Inform users of complaints and compliments – “you said.... We did”</li> <li>➤ Encourage tenants/users by way of surveys</li> </ul> |

| SSHC Standard                            | Area                                 | Our Commitment to you.<br>We will:  | Tools we will use  |
|--|--------------------------------------|---|--|
|  | <b>Outcome 3<br/>Participation</b>   | <i>Set up a tenant's panel</i><br><i>Use your comments to influence decision making</i><br><i>Consult with you on statutory and wider performance areas</i><br><i>Use your views to prioritise our work plan</i><br><i>Use your feedback to shape services</i><br><i>Ensure tenant scrutiny is at the heart of our organisation</i> | <ul style="list-style-type: none"> <li>➤ Staff carry out door knocking to encourage participation (within COVID restrictions)</li> <li>➤ Establish a consultation register to ensure equalities</li> <li>➤ Promote participation through the newsletter and website</li> </ul> |
| <b>Housing Quality &amp; Maintenance</b> | <b>Outcome 4<br/>Housing quality</b> | <i>Put in place an Asset Management Strategy</i><br><i>Maintain as a minimum compliance with the Scottish Housing Quality Standard 2015</i><br><i>Ensure compliance with the Energy Efficiency Standard for Social Housing by 2020</i><br><i>Put in place a minimum letting standard</i>  | <ul style="list-style-type: none"> <li>➤ Asset Management Strategy</li> <li>➤ Void &amp; Letting standard policy – minimum letting standard included within</li> <li>➤ ESSH Register</li> <li>➤ SHQS register</li> <li>➤ LD2 Register</li> </ul>                               |

| SSHHC Standard | Area   | Our Commitment to you.<br>We will:  | Tools we will use   |
|----------------|--|---|---|
|                | <b>Outcome 5</b><br><b>Repairs, Maintenance &amp; Improvements</b> | <i>Keep our houses well maintained</i><br><i>Provide a responsive repairs service</i><br><i>Set clear priorities and timescales</i><br><i>Seek your views regularly on the quality of the service you receive</i><br><i>Endeavour to get our repairs right first time</i><br><i>Set repairs standards</i><br><i>Hold our contractors to account</i><br><i>Comply with our statutory duties as a minimum</i><br><i>Provide you with choices where we can</i> | <ul style="list-style-type: none"> <li>➤ Ensure a quality reactive repairs service</li> <li>➤ Refer to policy</li> <li>➤ Carry out pre/post inspections</li> <li>➤ Timescales within the R&amp;M Policy – advise tenants of timescales and RTR</li> <li>➤ Ensure contractors are clear of their responsibilities and the expected standard of works</li> <li>➤ Quarterly meetings with contractors or sooner if required.</li> <li>➤ Provide contractors with performance stats</li> <li>➤ Provide contractors with tenant satisfaction results</li> <li>➤ Report poor performance of contractors and complaints received</li> <li>➤ Compile an Approved List of Contractors</li> <li>➤ Utilise contractors on the approved list to ensure VFM</li> </ul> |

| SSHCH Standard              | Area   | Our Commitment to you.<br>We will:  | Tools we will use  |
|-----------------------------|--|---|--|
| Neighbourhood & Community   | Outcome 6<br>Estate Management, anti-social behaviour, neighbourhood nuisance and tenancy disputes | <p><i>Ensure our area is well maintained</i></p> <p><i>Carry our regular inspections</i></p> <p><i>Be seen out and about</i></p> <p><i>Signpost to additional service providers</i></p> <p><i>Work in partnership with others</i></p> <p><i>Enforce tenancy conditions for the benefit of all</i></p> <p><i>Endeavour to resolve disputes effectively</i></p> <p><i>Provide tenancy support</i></p> | <ul style="list-style-type: none"> <li>➤ Establish tenants' panel</li> <li>➤ Schedule weekly walkabouts</li> <li>➤ Establish walkabout with reps on tenants' panel</li> <li>➤ Engage further with local groups and LA</li> <li>➤ Promote tenancy conditions in newsletter/website and flyers</li> <li>➤ Engage with ELC Neighbourhoods &amp; Sustainability re support?</li> <li>➤ Scheduled weekly inspections for HM &amp; Maint</li> <li>➤ Door knocking</li> </ul> |
| Access to Housing & Support | Outcomes 7, 8 & 9<br>Housing Options   | <p><i>Provide an information and advice service on all aspects of housing</i></p> <p><i>Assisting in exploring all options available</i></p> <p><i>Signpost to relevant 3<sup>rd</sup> party agencies</i></p> <p><i>Create an action plan with you on your housing choices</i></p> <p><i>Follow up on your action plan</i></p>  | <ul style="list-style-type: none"> <li>➤ Continue with "knowing our tenants"</li> <li>➤ Promote WBA and other CAB/MA Services</li> <li>➤ Signposting to local agencies</li> <li>➤ Promotion of housing options to applicants</li> <li>➤ Establish "Better Futures" monitoring tools</li> </ul>   |

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|---------------|--|---|--|
|               | <b>Outcome 10</b><br><b>Access to Housing</b>    | <i>Provide information to allow easy access</i><br><i>Provide advice to applicants</i><br><i>Apply widest choices</i><br><i>Ensure you are provided with realistic information on your prospects of rehousing with us</i>   | <ul style="list-style-type: none"> <li>➤ Easily accessible application for housing through website</li> <li>➤ Promotion of website</li> <li>➤ Encourage Housing Options appointments for applicants</li> <li>➤ Encourage “knowing out tenants” appointments</li> </ul>   |
|               | <b>Outcome 11</b><br><b>Tenancy Sustainment</b>  | <i>Provide starter packs for those in need</i><br><i>Carry our adaptations for those who wish to remain in their homes</i><br><i>Signpost to other services</i><br><i>Complete our ‘Getting to Know you’ document at the time of sign up/change of circumstances</i><br><i>Provide information and advice prior to a crisis point being reached</i> | <ul style="list-style-type: none"> <li>➤ Establish ‘Better Futures’ monitoring tool</li> <li>➤ Starter packs</li> <li>➤ Liaise with local support groups</li> <li>➤ Promote Welfare Fund</li> <li>➤ Carry out ‘Knowing our Tenants’</li> <li>➤ Promote DHP</li> <li>➤ Promote WBO</li> <li>➤ CAB – Fuel poverty</li> </ul> |
|               | <b>Outcome 12</b><br><b>Not applicable to us</b> |   |  |

| SSHHC Standard                          | Area  | Our Commitment to you.<br>We will:   | Tools we will use  |
|---|---|--|--|
| Good value from rents & service charges | <b>Outcome 13</b><br><b>Value for money (VFM)</b>               | <i>Provide efficient and effective management</i><br><i>Maximise income through effective arrears management</i><br><i>Minimise losses through voids</i><br><i>Control our costs</i><br><i>Gain value from our contractors</i><br><i>Ensure quality is measured as well as price</i><br><i>Procure effectively</i><br><i>Seek grant funding where available and appropriate</i><br><i>Measure our performance against others</i> | <ul style="list-style-type: none"> <li>➤ Income Maximisation &amp; collection Policy</li> <li>➤ Adhere to Policy timescales</li> <li>➤ Pro-active allocations</li> <li>➤ Ensure VFM across all areas of our services</li> <li>➤ Encourage tenants to comply with termination requirements via website/newsletters</li> <li>➤ Develop an arrears strategy</li> <li>➤ Monitor strategy monthly</li> <li>➤ Measure performance internally</li> <li>➤ Promotion of CAB services</li> </ul> |
|   | <b>Outcome 14 &amp; 15</b><br><b>Rent &amp; Service Charges</b> | <i>Carry out an annual consultation exercise</i><br><i>Measure affordability when setting rent reviews</i><br><i>Provide information on how your rent is spent</i>   | <ul style="list-style-type: none"> <li>➤ Annual consultation exercise</li> <li>➤ Prepare and publish regular stats</li> <li>➤ Utilise membership of Scottish Housing Network</li> <li>➤ Annual report</li> </ul>   |
| Other Customers                         | Outcome 16<br>Gypsy/Travellers – not applicable to us           |  |  |



## 2.0 REVIEW

This policy will be reviewed at every 3 years or where there has been new legislation, or a change in regulatory requirements or policy guidance.