



Tenants charter

Our commitment to you

Broadland Housing is committed to providing high quality customer service and interactions with our tenants and having clear standards which outline what our tenants can expect from us.

This charter gives more information about the services we provide and what tenants can expect from us. Some services will include set timescales that we aim to meet.

Our ambition is to provide you with a safe, secure place that you can call home. This charter is our commitment to you, to provide you with the best service we can.

Michael Newey, Group Chief Executive

Our Values & Behaviours

Our values form a central part of our working culture and how we want to collaborate with tenants, employees, partners and stakeholders. All members of the Broadland team are expected to uphold our values and behaviours.

Openness

We will be open and transparent with our tenants, regulators and partners.

Responsible

We will allocate our resources carefully to optimise the community benefits of our activities.

Collaborative

We will work in equal partnerships with others to deliver our objectives.

Fair

We will treat our tenants and staff fairly and with impartiality.

Innovative

We will be creative and imaginative in finding solutions that work for our tenants and partners, learning from successes and setbacks to deliver objectives.

Reliable

We will take ownership of issues and deliver against our commitments.

Trustworthy

We will behave professionally and with integrity in a way that enables our tenants and partners to trust us.

Competency

Our staff will be able to deliver their role as described in their job description and perform it competently.



Communication

What you can expect from us:

- We will make sure our services are easily accessible, understandable and available at convenient times for you.
- You can make an appointment by telephone, in writing, by email or in person to see a member of staff. We will be happy to visit you in your home or you can come into one of our offices.
- We will provide a wide range of information about all our services on our website.
- We will translate information where a tenant requires it.
- We will try and resolve your query at the first point of contact.
- If we can't resolve your query at first contact, we aim to respond within 10 working days.
- We will also let you know who you are speaking to, if we are visiting your home we will wear identification.
- We will make an appointment in advance when arranging to visit your home.
- We will send all tenants a copy of our Door-to-Door magazine twice a year.
- If you feel that a member of staff or contractor does not demonstrate the values, you have the right to make a complaint.



What we expect from tenants:

We expect that tenants show respect and courtesy to our staff, contractors or anyone acting on Broadlands behalf.



We know that people may act out of character at times of stress or emotional upset or crises and tenants may become frustrated for a variety of reasons. Staff will endeavour to be understanding and supportive and to calm down an escalating situation. However, when behaviour escalates to the point where it affects staffs' ability to do their job in a safe and secure environment, the behaviour shall be viewed as unacceptable.

Unacceptable behaviour may include the following; however, this is not an exhaustive list:

- Threats
- Sexual Harassment
- Physical violence
- Verbal abuse
- Personal comments
- Unsubstantiated allegations
- Shouting and swearing



It is a tenants responsibility to tell us if you are not able to make an appointment we have arranged with you.

It is your responsibility to update us when your personal or contact details change.

Reasonable adjustments

Broadland is committed to ensuring that our services can be accessed by our tenants with disabilities or additional support needs.

A reasonable adjustment is a change to a service which seeks as far as possible to remove any disadvantage faced by those with a protected characteristic or a vulnerability.

If you need Broadland to make a reasonable adjustment to our service, please let us know so we can discuss your requirements and explore what we can offer. You can find a copy of our policy on our website.



Complaints

Tenants can make a complaint using any of our communication channels.



We treat complaints seriously and we are committed to providing a supportive complaint handling service which meets the needs of our tenants. We aim to get things right first time but recognise that sometimes our tenants may feel they have cause to complain about the service they have received.

There are two stages of a formal complaint. These are:

Stage 1: formal complaint

- We will acknowledge your complaint within 5 working days.
- We will investigate and respond to your complaint within 10 working days.
- Some complaints can be more complex and if we need to extend beyond the above timescales, we will discuss this with you and provide details for the Housing Ombudsman.



If you are unhappy with the response you receive at stage 1, you can escalate your complaint to stage 2.

Stage 2: Meeting

The stage 2 meeting gives tenants the opportunity to have their complaint reviewed by a member of our executive team and 1-2 board members.

- We will acknowledge your complaint within 5 working days.
- We will provide you with a final response within 20 working days.



If you are still unhappy you can take your complaint to the Housing Ombudsman.



Customer Services

Our customer services team are the first point of contact for tenants who prefer to contact us by telephone. They deal with a wide range of queries, including Anti Social Behaviour, Rent and Repairs queries.



Our customer services will book your repair when you contact us, we will offer you the next available appointment or a later date if its more convenient for you.

The team aim to deal with your query at first point of contact. Where we are unable to and your enquiry is not urgent, it will be passed to the relevant member of staff to respond in 10 working days.

Our Customer Services phone line 0303 303 0003 is open:

- 8.30am to 5pm Monday to Thursday
- 8.30am to 4.30pm on Friday

Broadland tenants can contact customer services direct through Tenants Online, via our website, email or social media.

We aim to:

- Answer all calls within 3 minutes
- Respond to all emails within 10 days.

There are times where we have a lot of tenants trying to contact us on the phone and this can lead to a longer wait time. We know this can be frustrating and we encourage tenants to use our call back service so you don't have to wait on the phone. The call back service will keep your place in the queue and we will return your call as soon as an advisor becomes available.

Out of hours service

If you call the Customer Services telephone number during evenings, weekends, bank holidays and other planned times, you have the option to make a payment or go through to our out-of-hours service. Please note the repairs out of hours service is for **emergencies** only.



Keeping you safe in your home –

Gas Safety

If you have a gas or oil fuel appliance in your home, we'll need to service them at least once a year. These safety checks will identify faults which, if left, could lead to a fire, escape of gas or a build-up of poisonous carbon monoxide, all of which are dangerous.



Smoke and Carbon Monoxide Alarms (CO Detectors)

Your home will be fitted with smoke detection and if you have a gas or oil appliance, a CO detector. You should familiarise yourself with the sound of these detectors and test them weekly.



If you find any faults, please report them immediately and we attend and repair or replace these detectors within 24 hours. We will also test detectors before your tenancy commences and, when we attend your home to complete a gas/oil service, electrical test or home condition survey.

Electrical Safety

We have an obligation to test the electrical wiring to your home every 5 years to ensure it is safe.



These checks are designed to help us keep your home safe from electrical accidents.

Home Condition Survey

We will carry out a Home Condition Survey at least every 5 years. The purpose of this survey is to understand the condition of the components that make up your home such as windows, doors, kitchen, bathroom etc. This information then helps inform when we need to invest in replacing these components to ensure they do not fall into disrepair.



Legionella (Water Safety)

We will carry out regular maintenance and testing to buildings that share communal water systems serving hot or cold water to your home.



Damp and Mould

If you have reported damp and mould, we will establish the source and whether there are any defects to the property. We will then carry out the appropriate remedial work.



This will be addressed as a matter of urgency and cases are prioritised when there is a significant amount, or when there is a significant concern for our tenants health.

Asbestos

We will record the location and condition of asbestos and presumed asbestos-containing materials in our homes. Before carrying out any work on your home, we'll carry out an asbestos survey to identify all asbestos containing materials.



We will only use suitably qualified contractors to survey and test, or to repair and remove asbestos.

Please check with Broadland before carrying out improvements within your home so that we can offer you advice on asbestos.

Fire Safety

We will carry out fire risk assessments to buildings that share communal spaces and act upon any required actions.



We will ensure that all fire safety related concerns are fast tracked to a dedicated member of staff who will respond within 10 working days.

We will survey all residential fire doors in "High Rise" buildings annually.

We will inspect communal fire doors monthly.

We will carry out monthly testing of firefighting equipment to buildings with shared communal spaces such as fire alarm systems and automatic opening vents.

We will display important fire safety information within the internal communal areas that serve your home.

Our Head of Fire Safety is the named person responsible for fire safety.

Health & Safety

We will conduct regular health and safety checks in communal internal and external areas,. The frequency determined by the risk and compliance requirements. This includes fire systems and emergency lighting. We will act upon any risks appropriately.



We will ensure commercial lifts are serviced annually and any stairlifts for which we are responsible are serviced annually.

We will investigate incidents or accidents which have resulted from works we have undertaken or instructed within 20 working days or sooner depending on the severity.

We will ensure that all health and safety related concerns are fast tracked to a dedicated member of staff who will respond within 10 working days.

Our Head of Health & Safety is the named person responsible for health & safety.

More information about health about keeping you safe within your home can be found on our website by using the following link: broadlandgroup.org.

Repairs & Maintenance

We know it is important to carry out quality repairs within our published timescales. We aim to carry out at least 98% of repairs within our published timescales.



We recognise the importance of quality repairs and aim to complete 95% of our non-emergency day-to-day repairs on our first visit.

We aim to update you about your repairs through email and text updates. We will call you if we have to change any confirmed appointments.

Our operatives will arrive wearing a uniform and have their ID visible. We will introduce ourselves and explain where we will be going and what we will be doing.

Our operatives understand they are in your home and will respect it by protecting your property with dust protection. We will keep noise and mess to a minimum and clear away our rubbish.

To ensure we maintain a good standard of service, we aim to check 5% of all repairs carried out. We complete these checks via a phone call or visit to your home.

Communal Areas

Estate Services

We know that the outside areas where you live are important to you and your community. We want these areas to have a nice appearance and be clean and safe so you can enjoy looking at it from your home and spending time in it.



The estate services team are responsible for looking after the communal grounds around your home. You can find our service standards on the website which give more information about the work we undertake where you live.

Examples include:

- Keeping communal grassed areas and hedges are well maintained.
- Ensure the trees in your communal area are well maintained.
- Keep hardstanding areas such as paths and kerbs well maintained.

Cleaning Services

The cleaning team are responsible for ensuring that communal areas are kept clean and tidy. You can find our service standards on the website which give more information about the work we undertake where you live.



Examples include:

- Ensure communal areas are vacuumed or hard flooring is mopped.
- Wipe down any communal touch points.
- Where applicable, ensure laundry rooms, kitchens and toilets in communal areas are kept clean.

Your Tenancy

Anti-Social Behaviour

Broadland recognise that Anti-Social Behaviour (ASB) and hate crime can have a significant and detrimental impact on people's lives.



We will adopt a harm centred, balanced approach to tackling Anti-Social Behaviour. In doing so, we will combine the use of support and assistance to address the causes of ASB whilst implementing proportionate enforcement of tenancy conditions where it is necessary and where behaviour does not improve.

We aim to prioritise the most harmful cases of ASB, based on behaviour type and the impact that the behaviour is having. We use two categories of ASB, which help us to ensure that we achieve this. They are detailed in the table below:

| Category | Examples of behaviour | Response times |
|-------------|--|--|
| Serious ASB | Threats of violence, actual violence, hate crime, other behaviours where there is a risk of serious psychological harm and/or the victim is assessed to be particularly vulnerable | Within 1 working day of a Broadland staff member being made aware of the report |
| General ASB | All other matters that meet our definition of ASB | Within 3 working days of a Broadland staff member being made aware of the report |

Letting homes

We will:

- Contact you within three working days (after close of bidding) if your bid for accommodation is successful.
- Offer accompanied viewings to all prospective customers.
- Offer you housing advice on the telephone, in writing or face to face.
- Ensure our properties meet our agreed standard.
- Where appropriate offer you support from our Tenancy Support team who may be able to help you manage your tenancy successfully.

Mutual Exchanges

We will:

- Arrange for an inspection prior to you moving out advise of any works required before exchange can take place.
- Help you with 'exchanging' your home through website links and support.
- Discuss with you what is required before we agree to an exchange.
- Interview the incoming tenant for suitability.
- Aim to give you a decision within 21 days but no longer than 42 days if you wish to arrange a mutual exchange.



Rent

The frequency and timing of any change in rent is in line with the type of tenancy a tenant has.

Tenants with an assured tenancy will receive their annual Rent Notification letter at the end of February each year giving at least one months notice of any change in rent.



Broadland is required to comply with The Regulator of Social Housing's Rent Standard. This standard sets out how we will set and increase rent each year.

Tenants who have a fair rent tenancy will receive a rent notification every 2 years. The amount is determined by the Fair Rent Officer.

If you find yourself in financial difficulty or are struggling to pay your rent, we have a dedicated Income Recovery Team who will work with you.

Service Charges

Tenants will receive a service charge estimate with their Rent Notification letter.



A service charge covers the cost of providing and maintaining services where you live and are in addition to your rent.

Personal charges are individual charges personal to you, such as individual water or heating for your home.

The majority of tenants have a variable service charge. We will estimate the cost of services each year. We will provide you with an actual Service Charge Statement by 30 September each year, which provides the actual costs for the previous financial year. If we did not recover enough, it will be added to your next estimate. If we recovered too much, it will be deducted from your next estimate.

More information about how we calculate Service Charges can be found on our website.

Safeguarding and Domestic Abuse

Broadland has a responsibility to safeguard all children and vulnerable adults who live in our homes. If any staff have concerns, we will talk to you about them if it's appropriate. We will share information about safeguarding concerns with statutory agencies such as the Police or Local Authority.



If you have concerns about another tenant or member of their household, please contact us.

If you are experiencing Domestic Abuse or are concerned about a tenant who may be at risk, please contact us, we can provide advice and guidance to ensure tenants are safe and can access specialist support.

All staff and contractors who work for Broadland are trained and know what to do if they see or suspect a safeguarding concern whilst carrying out their job. Broadland are required by law to report any concerns about Safeguarding.

Tenancy Support

Our Tenancy Support team are available to help tenants who need advice and support to help them maintain their home and tenancy.



Some of the areas where they can help are:

- manage your tenancy, look after your home and cover your rent
- claim the right benefits
- budget, save money and get a better energy deal
- setting up your home
- support tenants who experience self neglect and hoarding

You can self refer to the team or speak to a member of staff who will arrange for the team to contact you.

Tenant Engagement

We will provide a number of ways that you can be involved with us and influence our services.

We recognise that not everyone has a lot of time to give feedback. We have therefore designed the options so that you can choose how much time you want to give.



Low level time commitment

- Digital Panel
- Mystery Shopping
- Community Inspectors
- Housing for over 55's Panel

- Attend an event
- Service improvement workshops

Medium level of time commitment and engagement

- Building Safety Panel

High level of time commitment and engagement

- Tenant Assurance Panel
- Tenant Board Member

Full details can be found on our website about all of our activities, or you can call us on 0303 303 0003 and we will give you more details.

Tenant Satisfaction

We will undertake the Tenant Perception Survey each year, this is a requirement of the Regulator of Social Housing. The results tell us what tenants think about our services.



We will publish the results each year, alongside a plan of what we are going to do to improve services where there is high dissatisfaction.

This survey is part of the Tenant Satisfaction Measures, which also measures key areas of performance about our services and your home. We will publish these results at the same time.

We will carry out additional surveys throughout the year for services such as Anti Social Behaviour, Complaints, Lettings and Repairs and Maintenance.

Data Protection

Broadland needs to keep and use certain information about you, in order to provide a high-quality tenancy management service. Broadland is committed to treating personal data with care and ensuring that information is kept securely and used appropriately.



If you would like to know anything about the data, we hold about you, please see our Privacy Notice. You can find this on our website or by phoning our Customer Services Team to request a copy at any time.

Further information is available on our website.
If you need a copy of this document in any
other format, please contact us.

Broadland Housing Head Office:

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Customer Services:

T: 0303 303 0003

W: broadlandgroup.org



TENANTS
ONLINE