



SERVICE STANDARD COMMITMENTS - 2021

What you can expect from the services Ocean deliver

Relationships

Communication

Voice and influence

Accountability

Quality

When things go wrong



Making sure our tenants and residents receive the services they require, when they need them, is a priority for us at Ocean.

Back in the Spring of 2019, Ocean joined a small number of housing associations as an early adopter of Together With Tenants (TWT) from the National Housing Federation. The focus of TWT was to strengthen the relationship between residents and housing association landlords.

As part of this process we've taken a close look at our service standards with our involved tenants and residents and set them out against the six TWT Charter Commitments of:

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We've tried to make our service standards clear, easy to understand and also give you, our tenants and residents, the opportunity to say how well you think we are doing against them. You can find out how to do this, get involved and give us your feedback, later in this publication.

We hope you like the new look of our Service Standard Commitments.

Tenant Partnership Team

Please note: Our Service Standard Commitments are subject to Government guidance and restrictions.





We will treat all residents with respect in all of our interactions. Relationships between residents and Ocean will be based on openness, honesty and transparency.



Relationships



Our promise to you

We will aim to:

- 1 Arrange for you to view a property before signing up for it
- 2 Contact you if you are a new tenant within two months of you moving into your new home to check that you are settling in
- 3 Offer a range of social inclusion and community engagement events as well as other opportunities to help improve the quality of life for our residents

- 4 Provide you with a range of ways to contact us and report a repair including:
 - using the Ocean smartphone app
 - using My Ocean online portal
 - using our LiveChat service between 9.00am and 4.30pm
 - advising a member of Ocean staff in person
 - visiting our website at www.oceanhousing.com
 - emailing your repair to help@oceanhousing.com with information about the repair, including a photograph, and your address and telephone number
 - calling the office (8.30am – 5.00pm) Monday to Friday on 01726 874450
 - using the out-of-hours emergency repairs telephone number 01726 874450
- 5 Regularly ask you the following questions, set performance targets and act on your feedback:
 - if you trust Ocean Housing
 - how satisfied or dissatisfied are you with the service provided by Ocean Housing



You will receive clear, accessible and timely information from Ocean on the issues that matter to you. These will include important information about your home and local community, how Ocean is working to address problems, how Ocean is run, and information about performance on key issues.



Communication



Our promise to you

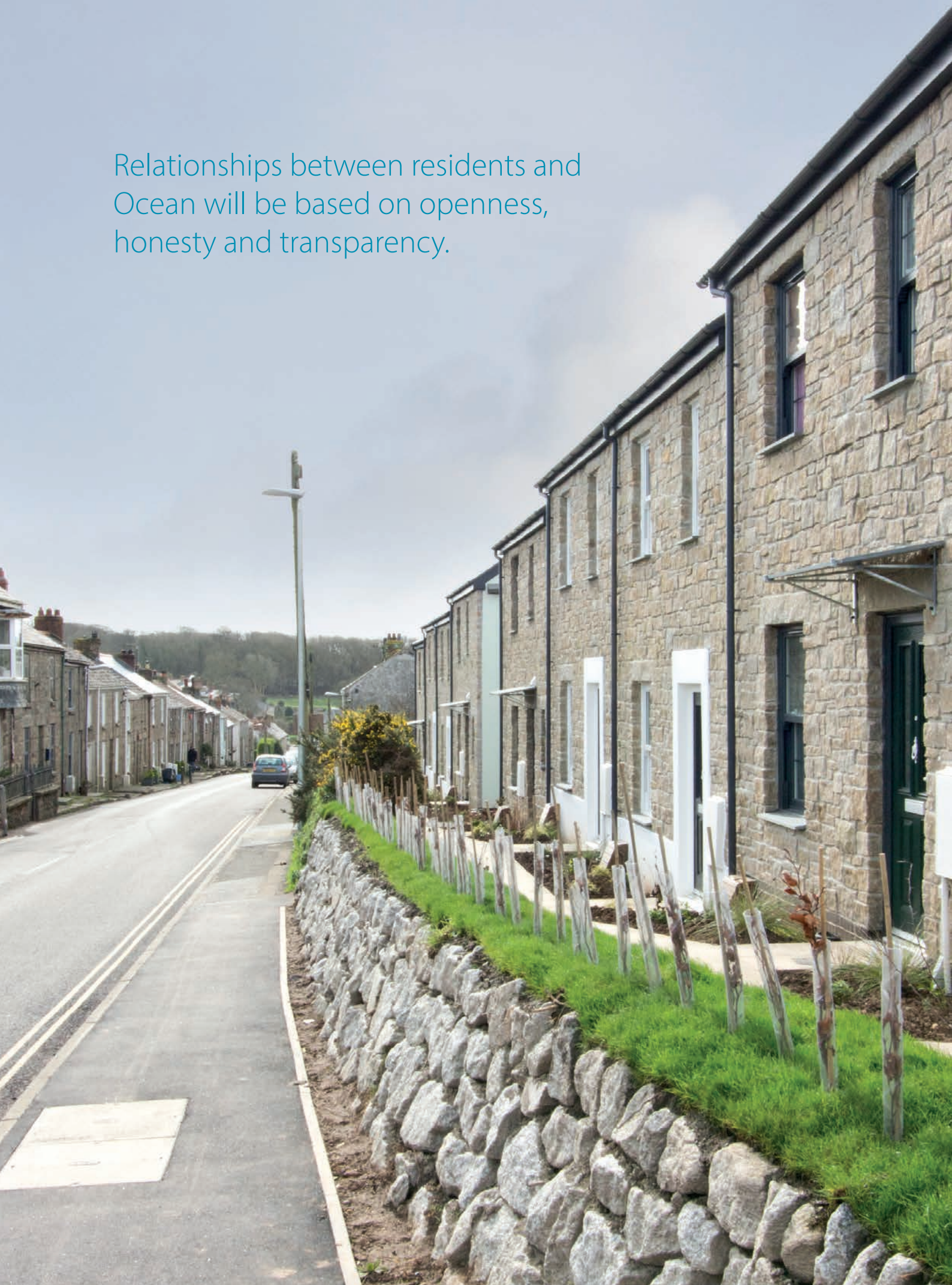
We will aim to:

- 1** Provide you with a range of ways to pay and issue you with a rent statement twice yearly
- 2** Support and work with you at the earliest opportunity to offer tailored advice and support if you experience financial difficulties
- 3** Explain how your service charge is calculated
- 4** Commit to outperform the rent arrears target and publish current rent arrears as a percentage of total rent due
- 5** Monitor and publish on our website the number of tenants satisfied with the allocations and lettings process and the average calendar days for standard re-lets
- 6** Publish the number of compliments and complaints we have received and what we have learnt from them in our Annual Review and on our website
- 7** Provide information about complaints and compliments to the Together With Ocean (TWO) tenant group four times a year
- 8** Publish on our website the percentage of enquiries dealt with at the first point of contact



- 9** Publish on our website the number of repairs completed right first time
- 10** Publish on our website the number of tenants satisfied with our repairs service
- 11** Provide residents with an annual report detailing our performance in maintaining your home and wherever possible offer choice in the service you receive from us
- 12** Provide you with updates about our performance and how we have acted on your feedback through Street Talk, the Annual Review and our website
- 13** Provide you with information in an alternative format, if you ask for it
- 14** Monitor and publish on our website the number of My Ocean smartphone app downloads and customer contact satisfaction with our telephone response
- 15** Regularly ask you the following questions, set performance targets and act on your feedback:
 - how well you feel Ocean is at keeping you informed about things that might affect you as a resident?
 - how likely or unlikely would you be to contact Ocean if you had a problem with your property or your tenancy?

Relationships between residents and Ocean will be based on openness, honesty and transparency.





Ocean will seek and value your views, and will use this information to make informed decisions. Every individual resident should feel listened to on the issues that matter to them and can speak without fear.



Voice & influence



Our promise to you

We will aim to:

- 1 Support schemes to establish resident associations by providing advice and assistance
- 2 Support interested residents to exercise their Right to Manage
- 3 Ensure that tenants and residents have a range of options, which meet their needs, to influence key decisions which affect them and develop, shape, monitor, improve and hold us to account on our housing policies and service standards
- 4 Encourage all feedback, and share any lessons learned from complaints with residents
- 5 Welcome your views through satisfaction questionnaires and resident involvement activities and keep you informed about how we are responding to your feedback and any changes in our services as a result
- 6 Regularly ask you the following questions, set performance targets and act on your feedback:
 - how satisfied you are that Ocean Housing listens to your views and acts on them?
 - to what extent you think that Ocean has friendly and approachable staff?







Collectively, you can work in partnership with Ocean to independently scrutinise and hold us to account for the decisions that affect the quality of our homes and services.

Accountability



Our promise to you

We will aim to:

- 1 Offer a range of opportunities to get involved under the Tenant and Resident Partnership based on becoming a gold, silver or bronze partner including:

- Together with Ocean (TWO) group
- Editorial panel
- Grounds Maintenance and Communal Cleaning monitors
- Virtual Internet panel
- focus groups
- consultations
- board membership



- 2 Publish tenant satisfaction on our website for a number of services including: Grounds Maintenance and Communal Cleaning service

- 3 Regularly ask you the following questions, set performance targets and act on your feedback:

- if you are aware of Ocean's published service standards?
- if you are aware of how to challenge Ocean's published service standards?
- how satisfied or dissatisfied are you that your rent provides value for money?





You can expect your home to be of good quality, well maintained, safe and well managed.

Quality



Our promise to you

We will aim to:

- 1** Complete emergency repairs within 24 hours (those that are needed to avoid health and safety risks)
- 2** Complete urgent repairs within five working days (those that may affect your comfort and cause damage to the property if left too long)
- 3** Complete standard repairs within 20 working days (not urgent, although may be inconvenient)
- 4** Complete non-standard, non-urgent repairs within 40 working days



- 5** Make sure that all property compliance work is completed on time, including gas appliances and systems, electrical safety tests, fire control systems and smoke alarms and publish our performance
- 6** Offer day-to-day repairs with dedicated AM, PM, school run (between 9:30am & 14:30pm) and all-day appointment slots
- 7** Always try to offer a choice in the finish of works to your home
- 8** Visit you in your home for major works so that we can explain what will happen and when, as well as working with you to design the layout and select your choice of finish
- 9** Help facilitate minor disabled adaptations and cooperate with the funding partner on larger works relating to disabled tenants' property adaptations
- 10** Ensure that the money we invest in your homes is well spent and continue to work with partners to buy goods in bulk, reducing the cost of repairs and maintenance and of building new homes
- 11** Cut communal grassed areas regularly throughout the growing season



- 12** Maintain and trim the edges of communal grassed areas
- 13** Spray and remove all weeds, moss and algae from pathways
- 14** Prune untidy trees and shrubs in communal areas as required
- 15** Investigate, where appropriate, instances of graffiti and fly-tipping and take action against those who do not respect your neighbourhood. The cost of this goes to the estate service charge, unless we know who to charge direct
- 16** Carry out an annual estate inspection looking at health and safety issues etc
- 17** Ensure all communal areas will be kept clean, safe and well-maintained with tenant monitors providing feedback on the service
- 18** Complete annual fire risk assessments to communal areas in blocks of flats
- 19** Meet the average re-let time for empty properties and publish on our website the time taken
- 20** Monitor and publish on our website the percentage of tenants satisfied with the overall planned maintenance service
- 21** Monitor and publish on our website the number of new tenants satisfied with the property condition (re-lets)
- 22** Monitor and publish on our website the number of new tenants satisfied with their homes (new builds)
- 23** Regularly ask you the following questions, set performance targets and act on your feedback:
 - how satisfied you are with the overall quality of your home?
 - how satisfied you are that Ocean Housing provides a home that is safe and secure?
 - how satisfied you are with the repairs service?
 - how satisfied you are with your neighbourhood as a place to live?

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GROUP

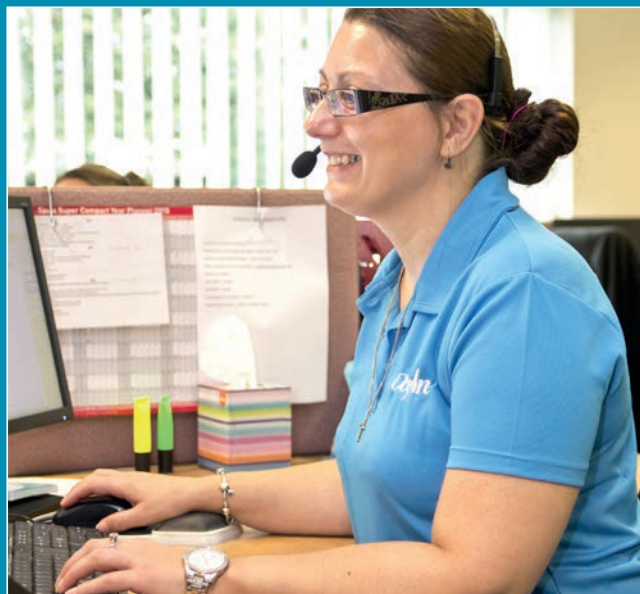
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You will have simple and accessible routes for raising issues, making complaints and seeking redress. You will receive timely advice and support when things go wrong.



When things go wrong



Our promise to you

We will aim to:

- 1** Deal with formal complaints within 10 working days, as set out in our compliments and complaints policy
- 2** Deal with letters and emails within 10 working days
- 3** Answer 70% of calls within 60 seconds, (8.30am – 5.00pm) Monday to Friday
- 4** Respond to Live Chats within two minutes, (9.00am – 4.30pm) Monday to Friday



- 5** Respond to social media direct messages e.g. Facebook within five minutes, (9.00am – 4.30pm) Monday to Friday
- 6** Treat all reports of anti-social behaviour seriously, adopting a person centred approach
- 7** Respond to complaints of serious nuisance or harassment by the next working day
- 8** Respond to less serious complaints of anti-social behaviour within 10 working days
- 9** Provide regular updates to complainants on progress made with their anti-social behaviour case
- 10** Publish tenants satisfied with the outcome of their ASB case
- 11** Publish tenants satisfied with the handling of their ASB case
- 12** Regularly ask you the following questions, set performance targets and act on your feedback:
 - how satisfied you are with the way Ocean Housing deals with complaints?
 - how satisfied you are that Ocean Housing is easy to deal with?

WE WOULD LIKE YOUR FEEDBACK

Do we meet the service standards you've set?
Are we doing a good job or could we do better?

Letting us know how we are doing couldn't be easier.

Just follow this link **www.oceanhousingvip.co.uk/oa/a6dd84** and give us your feedback, it's that simple.

We will provide anonymous updates in StreetTalk and on our website at regular intervals throughout the year so you can see what people have said and how Ocean are addressing any issues. We will also share the positive feedback we have received.

If you would like to get involved further and have your say why not contact the Tenant Partnership Team by emailing help@oceanhousing.com or telephoning 01726 874450. There are a range of ways to give your feedback under the Tenant Partnership commitment, all of which are designed to fit your availability and desired level of engagement.

Contact the team today and help us shape the services you and your fellow tenants and residents receive. You can really make a difference and have a voice.

Tenant Partnership Team



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Contact us for a Large Print or Audio CD of our Service Standard Commitments

