



Ocean
HOUSING

OUR SERVICE PROMISE

As an Ocean Housing tenant or service user, it's important that you know the level of service you can expect. Our full Service Standards can be found on our website at www.oceanhousing.com but here below and on the following pages are some of the main services and standards you can expect from Ocean when you need us.



Getting in Contact

You can contact us in a number of ways including:

By email at help@oceanhousing.com and we will reply within 10 working days

Using live chat at www.oceanhousing.com between 8.30am and 5pm, Monday to Friday

On our website at Contact Us - Ocean Housing

By telephone on 01726 874450 from 8.30am – 5pm, Monday to Friday.

We will aim to answer your query at the first point of contact but if that isn't possible, one of the team will contact you within 10 working days.

We will treat you with respect and handle the information you give us confidentially and securely.

So we understand how to best deliver our services, we will ask you to provide personal information including your age, ethnicity, first language, religion, income and any relevant vulnerabilities or health issues, these may change the way we need to provide services to you.

DAMP MOULD & CONDENSATION

If you tell us that your home has damp, mould or condensation, we will arrange an inspection within 14 days. If a serious (Category 1) hazard is found, we will act within 24 hours. We will send you the inspection report within 48 hours, give advice and support, and arrange any works needed.

RAISING A REPAIR

If you contact us to raise a repair, we aim to book it at a time and date that is convenient.

We will confirm the repair is booked by SMS text and email.

Emergency repairs will be made safe within 24 hours.

Urgent repairs will be completed within 5 working days.

Standard repairs will be completed within 20 working days.

If your repair requires specialist trades, equipment or surveys, we will let you know when we expect the work to be completed.

COMPLIANCE CHECKS (Heating, Legionella, Fire safety)

The safety of our tenants is paramount. We will complete all necessary inspections in line with our statutory obligations.

Examples of these are:

Gas safety check on your system and appliance(s) every 12 months

Electrical safety checks completed every 5 years.

Legionella checks completed every 2 years.

We will check your smoke and carbon monoxide detectors every 12 months.

RENT

We will offer you a range of ways to pay.

If you have a query about your rent, our Income and Financial Inclusion team will contact you within 3 working days.

We will make your payments and balance available to view in your MyOcean online account.

We will send you a statement annually by email or post.

SERVICE CHARGES

We will offer you a range of ways to pay.

We will send you a statement annually by email or post.

We will explain what the charges are for and how they are calculated.

PLANNED IMPROVEMENTS

Bathrooms are considered for replacement after 30 years and kitchens after 20 years depending on condition.

We will write to you when we are planning a replacement and offer you a range of options.



NEIGHBOURHOODS

If you are experiencing Anti-Social Behaviour (ASB), we will assess the situation and may open a case, working with all parties and partners to try and resolve.

We will make initial contact by the end of the next working day for the most serious ASB and within 10 working days in all other cases.

GRASS CUTTING & COMMUNAL CLEANING

We aim to cut the grass of communal spaces regularly.

We aim to clean internal communal areas of most block every 2 weeks but some blocks we clean every week.

You can tell us how you think we are performing in terms of quality by becoming a tenant monitor and giving us your feedback.



GETTING INVOLVED

We offer a range of ways to get involved and influence how Ocean Housing operates including:

Our tenant panel, **Together With Ocean**, meets monthly to assess our performance. The panel has regular meetings with board members and senior executives.

Online using the interactive **Have Your Say** section of the Ocean Housing website.

Become a tenant monitor and give us your feedback on the communal services we provide in your area.

Our independent market research company, IFF, will contact you by telephone on our behalf, to collect your feedback against the national Tenant Satisfaction Measures. We will use this feedback to shape our services and be open and honest about our performance by publishing the results every 3 months on our website.

COMPLAINTS & COMPLIMENTS

If you have a complaint about a service, we will give you a range of options to raise it with us including by email, on our website, through social media or by telephone.

We will acknowledge your complaint in 5 working days and respond at Stage 1 in 10 working days. If you remain dissatisfied, we will acknowledge your complaint in 5 working days and the Managing Director of Ocean Housing will respond at Stage 2 in 20 working days. If you remain dissatisfied, you can escalate your complaint to the Housing Ombudsman or contact them at any time for advice and support.

The Housing Ombudsman contact details are as follows:

Complaint form: online complaint form

Email: info@housing-ombudsman.org.uk

Phone: 0300 111 3000

Phonelines are open Monday to Friday 9am to 5pm.

Lines will be closed for staff training every Thursday from 3.30pm to 5pm.

Write to: Housing Ombudsman Service, PO Box 1484, Unit D, Preston PR2 0ET



If you have a compliment,

we would love to hear from you so that we can share your feedback with our teams.

You can make a compliment on our website at www.oceanhousing.com by email to help@oceanhousing.com or telephone by calling 01726 874450.

