



OceAn
HOUSING

SERVICE STANDARDS

Welcome to the latest edition of the Ocean Housing Service Standards*

In this publication we set out how we will deliver services to you, our tenants and residents and the standard you can expect. Our aim is to be open and transparent and for you to know how you can hold us to account.

Our Service Standards have been produced in conjunction with our tenants and are set out against the themes of:

- **Safety and Quality**
- **Transparency, Influence and Accountability**
- **Neighbourhood and Community**
- **Tenancy**

We have tried to make the standards easy to understand with a link to further information if you need it. We have explained how we will collect your feedback on how you think we are performing through Tenant Satisfaction Measures (TSM). You can find more information about what these are on our website at www.oceanhousing.com together with details of how we are performing.

We hope you will find our Service Standards useful and if you have any feedback, please drop us a line at help@oceanhousing.com or call 01726 874450.

Tenant Voice & Engagement Team

*Please note: Our Service Standards are subject to Government guidance and restrictions.



Safety & Quality

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

Commitment

Complete repairs, that are our responsibility, in the timeframes set out in our Day-to-Day Repairs Policy:

Emergency	- 24 hours - 5
Urgent	working days - 20
Standard	working days - 40
Non standard	working days

And offer you dedicated AM, PM, school run (between 9:30am & 14:30pm) and all-day appointment slots.

In exceptional circumstances we may need to vary our service delivery – you can find more information in our Day-to-Day Repairs policy.

Offer you a range of options to report a repair, including:

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- By telephone
- In person
- At our office by appointment
- By post
- Email
- Through the Ocean Housing website
- Livechat
- Facebook and Twitter
- Online, MyOcean tenant portal
- Ocean Smartphone App
- Out of hours call centre



Make sure that all health and safety (property compliance work) is compliant within regulation, legislation, and best practice, including gas appliances and systems, electrical safety tests, fire control systems, smoke alarms and annual fire risk assessments to communal areas in blocks of flats.

We have a zero-tolerance approach to ensuring that we meet our health and safety requirements and keep our tenants and their homes safe.

We will keep you informed about repairs and maintenance with timely communication by phone, email, text or letter. We will communicate with you when you are due to have planned improvements completed such as kitchen and bathroom upgrades.

Complete agreed minor disabled adaptations and work with partner agencies on larger works relating to disabled tenants' property adaptations.



For more information:

Day to Day Repairs, see Policy and Procedures-
Customer Care Policy see Policy and Procedures-
How we are performing - see Service Standards-

www.oceanhousing.com
www.oceanhousing.com
www.oceanhousing.com

Commitment

Keep your community well maintained by:

- Cutting communal grassed areas regularly throughout the growing season
- Maintaining and trimming the edges of communal grassed areas
- Spraying and removing all weeds, moss, and algae from pathways
- Pruning untidy trees and shrubs in communal areas as required

Keep your communal areas well maintained by:

- Carrying out Fire Risk Assessments annually and ensure any issues are acted on
- Test fire alarms, emergency lighting and sprinkler systems at the required frequency
- Maintain door entry systems
- Clean communal areas at either weekly, fortnightly or four weekly frequencies as appropriate for the building/residents



For more information:

See Service Standards -
www.oceanhousing.com

How will we capture your feedback on Safety and Quality?

- Q Has your landlord carried out a repair to your home in the last 12 months?**
 If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?
- Q Has your landlord carried out a repair to your home in the last 12 months?**
 If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
- Q How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?**
- Q Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?**



Transparency, Influence and Accountability

We will work with you in partnership to independently scrutinise and hold us to account for the decisions that affect the quality of our homes and services.

YOUR NEEDS

Commitment

We will collect information about you and your family members such as:

Vulnerabilities

Equality and Diversity characteristics

Language barriers

Additional support needs

We will use this information to adapt our services, where possible and practicable, to make Reasonable Adjustments and monitor our service delivery to ensure equitable outcomes.

We will support you to use online services, if required, by signposting to an organisation that can help.

We will ensure that you are supported in talking to and engaging with us by allowing a representative to advocate on your behalf.

ENGAGEMENT

Commitment

We will support you to get involved and have your say through our Customer Voice and Engagement Strategy which includes:

- “Your Voice” local surveys
- Together with Ocean (TWO) group
- Grounds Maintenance and Communal Cleaning Monitors
- Have Your Say online group
- Community Events
- Scrutiny Bootcamps
- Focus groups
- Consultations
- Board membership

We will support you to exercise your Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate.

INFORMATION

Commitment

We will provide information about:

- How to access and use our services
- Standards of safety and quality you can expect in your home and communal area
- Rents and service charges
- The roles and responsibilities of senior level employees who have responsibility for compliance with the Regulator of Social Housing Consumer Standards
- Who is the Accountable Person for Building Safety
- Policies about our main tenant services including any relevant decision making criteria and appeals processes

PERFORMANCE

Commitment

We will contact you from time to time to complete a Tenant Satisfaction Measure (TSM) survey asking you a range of questions about your satisfaction with Ocean services and service delivery.

We will publish the results of the TSM survey quarterly on our website and annually to the Regulator of Social Housing.

We will produce an annual report detailing our performance in delivering services, how we have involved tenants, actions we plan to take to improve performance, how income is spent and directors' salary and management costs.

For more information:

Privacy Notice - www.oceanhousing.com Reasonable Adjustments Policy, see Policy and Procedures - www.oceanhousing.com Customer Care Policy, see Policy and Procedures - www.oceanhousing.com Leasehold Policy, see Policies - www.oceanhousing.com TSM Information, see Service Standards - www.oceanhousing.com Annual Review, see Policies - www.oceanhousing.com

COMPLAINTS

We will publicise our complaints process and provide a range of options to register a complaint including:

- By telephone
- In person to any of our offices by appointment
- In writing by post
- Email
- Through the Ocean Housing website
- Live chat
- Facebook and Twitter
- Online, MyOcean tenant portal
- Ocean smartphone app

We will publish our complaints performance quarterly on our website including lessons learned.

For more information:

Service Standards - www.oceanhousing.com
 Make a complaint - www.oceanhousing.com

YOUR FEEDBACK

How will we capture your feedback on Transparency, Influence and Accountability?

- Q How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?**
- Q How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?**
- Q To what extent do you agree or disagree with the following?**
 To what extent do you agree or disagree with the following? My landlord treats me fairly and with respect
- Q Have you made a complaint to your landlord in the last 12 months?**
 If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?



Neighbourhood and Community

You can expect your neighbourhood to be well maintained, safe and well managed.

SHARED SPACES

Commitment

We will work with partner agencies to contribute to the upkeep and shared spaces associated with tenants homes.



SAFER NEIGHBOURHOODS

Commitment

We will publicise our approach Anti-Social Behaviour (ASB) and make it easy to report.

We will keep you updated on the progress of ASB cases and take appropriate and proportionate action to resolve matters.

We will work in partnership with other agencies to deter and tackle ASB and we will sign-post you to other agencies for support and assistance, where required.

We will publish our performance on ASB every three months on our website.

DOMESTIC ABUSE

Commitment

We will publicise our approach to Domestic Abuse and make it easy to report.

We will work with other agencies tackling domestic abuse and help tenants access support and advice if required.

We will work with you if you are a victim of domestic abuse and work with the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.

YOUR FEEDBACK

How will we capture your feedback on Neighbourhood and Community?

- Q** Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?
If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?
- Q** How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?
- Q** How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?



For more information:

Report ASB -
Service Standards-
Domestic Abuse-

www.oceanhousing.com
www.oceanhousing.com
www.oceanhousing.com

Tenancy

We will allocate our homes fairly and manage our tenancies in a competent and professional manner.

Commitment

We will allocate homes that meet both housing need and individual tenant needs and have a clear appeals process that is fair and reasonable.

We will work to address under-occupation and overcrowding, and tenancy fraud.

We will work with Cornwall Council to meet housing need in the County.



Commitment

We will provide support our tenants to maintain their tenancy and prevent unnecessary evictions.

We will publish the type of tenancies we offer and our policy on succession, including discretionary succession rights.

We will publish our policies on the support provided to help vulnerable people sustain their tenancy.

Commitment

We will publicise the availability of mutual exchange services we offer and provide support to you if you are unable to use them.

We will tell you about the type of tenancy you will have and your rent and service charges if you are moving into one of our homes.

How will we capture your feedback on Tenancy?

Q Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

For more information:

Leasehold Policy, see Policy and Procedures -
Allocation and Lettings Policy, see Policy and Procedures-
Tenancy -
Service Standards, see Service Standards -

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Information about our services

As your landlord, we take your health and safety and our rights and responsibilities very seriously.

We also have a duty to tell all tenants about their rights regarding the legal obligations and regulatory requirements that we must meet in connection with your homes, communal facilities and the services we provide to you. You will find some of this information in our Service Standards.

This includes information about:

- a) the requirement to provide a home that meets the government's Decent Homes Standard
- b) our obligation to comply with health and safety legislation, such as around fire, gas and electrical safety
- c) your rights within your tenancy agreements, in particular the right to a home that is fit for human habitation, and the right to receive notice of a proposed visit to carry out repairs or maintenance or to view the condition and state of repair of the premises
- d) the rights of disabled tenants to reasonable adjustments and adaptations.



Over the following pages we have set out an explanation on each of these requirements with links to websites or publications where you can find further information.

a) the requirement to provide a home that meets the government's Decent Homes Standard

The Decent Homes Standard sets a minimum standard for all social housing in England and Northern Ireland, excluding leasehold and shared ownership properties.

There are many factors to ensuring that a property meets minimum standards. This includes:

1. Ensuring a property is in a reasonable state of repair
2. Having reasonably modern facilities and services
3. Providing a reasonable degree of thermal comfort

You can find more information about the Decent Homes Standard on the Government website at www.gov.uk/government/publications/a-decent-home-definition-and-guidance

b) our obligation to comply with health and safety legislation, such as around fire, gas and electrical safety

As a landlord we have a responsibility to take action to address a risk to your health or safety following an assessment under the Housing Health and Safety Rating System (HHSRS).

The HHSRS is a system that social landlords use to assess housing conditions.

Ocean Housing has duties and powers to take action to deal with properties that have certain hazards. These hazards are set out in the HHSRS.

Examples of hazards could include:

- fire risks - for example, unsafe cladding, faulty electrical equipment or lack of fire alarms
- damp or mould
- excess cold or heat
- asbestos or dangerous gases - for example, carbon monoxide from faulty gas boilers
- overcrowding
- problems keeping a property secure - for example, faulty locks
- too much noise or poor lighting
- risk of infection - for example, from pests, a poor water supply or drains
- risk of accidents - for example, from trips or falls, electrical hazards or parts of the building collapsing

You can find more information on the Government website at www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-landlords-and-property-related-professionals



c) your rights within your tenancy agreements, in particular the right to a home that is fit for human habitation, and the right to receive notice of a proposed visit to carry out repairs or maintenance or to view the condition and state of repair of the premises

Ocean Housing has a responsibility to make sure our homes are fit for people to live in.

A rented home is unfit to live in when conditions or safety issues are so bad that it's not reasonable for you to live there.

This could be because the poor conditions:

- affect your health seriously
- put you at risk of physical harm or injury
- mean you cannot make full use of your home

We have a legal duty to make sure your home is fit to live in throughout your tenancy.

Examples of things that could make a home unfit include:

- gas safety risks
- unsafe electrics
- fire safety issues
- damp or lack of heating
- rats, mice or other pests
- structural or internal disrepair
- unsanitary toilets, bathrooms or kitchens

You can find more information on the Government website at Guide for tenants: www.gov.uk/government/publications/homes-fitness-for-human-habitation-act-2018/guide-for-tenants-homes-fitness-for-human-habitation-act-2018

Ocean Housing's main repairing obligation is set out under section 11 Landlord and Tenant Act 1985. Section 11 requires landlords to make repairs to the structure and exterior, as well as to installations such as boilers, pipes and electrics. It applies to private and social landlords.

Ocean Housing is usually not required to carry out repairs to the property until we have been notified of the problem. We must keep common or shared parts of the building in repair even if we have not been notified by the tenant.

As a tenant you must allow Ocean access to carry out repairs provided, we give reasonable notice.



d) the rights of disabled tenants to reasonable adjustments

As a provider of services to the public, Ocean Housing has a legal duty to ensure that customers are not prevented from using our services because they have a disability.

Under the Equality Act 2010, the duty to make reasonable adjustments falls into three areas:

- When changing a policy, procedure or any standard practices
- Where a physical feature puts a disabled customer at a substantial disadvantage in comparison with customers who are not disabled
- Where a disabled person, without the provision of an additional aid or service, would be put at a substantial disadvantage in comparison with customers who are not disabled

Substantial disadvantage is defined in the Equality Act 2010 s.212(1) as 'more than minor or trivial'.

You can find more information by visiting www.oceanhousing.com



