

Customer Service Standards



TAFF

Taff's Guarantee

We want to provide homes that people feel safe and proud to live in.

We aim to ensure our tenants & customers can access the services they need at a time and place that suits them.

If we do not meet any of the standards listed here, you will be eligible for a £10 love to shop voucher. Just let us know.

Contacting Us

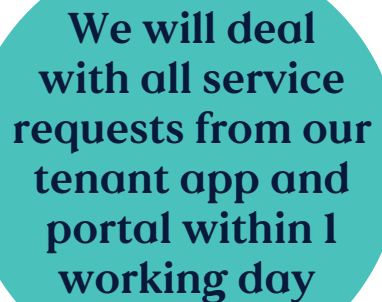
We will do all we can to make communicating with us easy and will aim to offer as much of our service digitally, via the MyTaff App.

If you need to speak to us, you can contact us via our website, MyTaff App, WhatsApp, Live Chat, by phone, letter or in person at reception. It will always be free for you to contact us.

Our colleagues will always be courteous and polite. The level of service you can expect will be the same no matter how you chose to get in touch.

If you call us we will aim to get you through to an advisor as quickly as possible. In busy times you may have to wait in a queue and most of the time this is just a few minutes.

If you would like to speak to a colleague in person, you can choose to visit our reception or request a home visit, or video appointment via WhatsApp.



**We will deal
with all service
requests from our
tenant app and
portal within 1
working day**

Dealing with your enquiry quickly

We will always try to answer your query immediately and will have duty officers available in our teams.

If we cannot deal with your enquiry immediately,

**we will always get
back to you within 5
working days.**



Making a complaint – See our separate Complaint Service Standard.

If we can't get through to you, we will leave a message with a direct number for you to ring back.



Getting Repairs done

Keeping your home well maintained and in good shape is our priority. If you report a repair to us we will discuss the type of repair and when we will be able to visit.

- **Emergency repairs**

These repairs are an immediate health, safety and security risks to you or your home. We will visit and resolve or make the situation safe **within 24 hours**.

Some emergency repairs may result in a follow-up visit to complete the work.



- **Non-emergency repairs**

If you report a repair to us that is not an emergency, we will assess the repair and the impact it is having on you. We will seek to complete the repair as soon as possible, at a time convenient to you and in one visit. We aim to complete all repairs **within 28 days** of them being reported.



- **Complex repairs**

Sometimes these repairs may take longer because they are difficult to resolve. If this is the case we will tell you why, let you know who is handling your repair and how to contact them.

Our Repair Operatives will always carry ID. They will be considerate of you and your home and will talk to you about the work they are there to do. They will always carry out the work to the highest standard they can.

Sometimes, we may need to visit to understand more about what is needed before we book a repair. We will try to visit as quickly as possible and offer you a convenient time.

If you have damp or condensation in your home please let us know immediately – we will assess and agree a plan to resolve the problem.

If you live in a property with a lift and it breaks down, we will visit you within **1 working day** and explain when we expect the lift to be working again. We will offer our support and assistance while the lift is out of action.



Visiting your home

If we need to visit you at your home we will:

- Try to arrive on time and within 10 minutes of the pre-arranged time or slot
- Be respectful and carry ID
- Offer to take off shoes or put protective covers on

Looking after the estate

If you live in a scheme that has communal areas, we will ensure these are cleaned thoroughly at least once a week. This includes:

- A sweep and mop of the floors and moving of any obstructions
- Checking all safety systems and ensuring they are tested regularly
- Clear litter regularly and keep shrubs, bushes and lawns trimmed during the summer months
- Being friendly and polite and answering any questions you may have

Anti-social Behaviour

Like you, we want your home and community to be a great place to live. If you are affected by nuisance behaviour our Neighbourhood Team will seek to find a resolution with you and others.

1

Time

If you, or anyone you live with is in danger or believe you have been victim of a hate crime or violent incident, we will seek to take immediate action to support and protect you. In these cases, it's important to report the matter to the Police first. In all other cases we will speak to you about the situation and how it is affecting you. This will determine how quickly we act and what we can do to help you.

2

Investigate

We will agree with you what actions we will take. A Neighbourhood Officer will be assigned your case and will provide you with weekly updates. We may ask you to provide evidence to support the investigation and we may need to speak to other people, including people causing the nuisance. We will always get agreement from you first.



3

Working with partner agencies

When appropriate we may need to work with other agencies, such as the Police and Social Services. You will be told if we are involving partner agencies.

4

Supporting you

We will offer support and assistance to all parties involved and work with support agencies like Victim Support.

5

Monitor & Resolve

We will always seek a resolution-based approach over enforcement by working with all people affected and seek to repair any harm done. In some circumstances we may offer mediation. When we close a case, we will always speak to you first and we will seek your view on how we dealt with your report.

How we respond to ASB

We promise to provide a fair, quick, and supportive service to everyone who reports ASB. Every situation is different, so we respond according to how urgent it is.

Category 1: EMERGENCY Within 24 hrs (Normal working day)	Category 2: URGENT Within 3 working days	Category 3: NON URGENT Within 5 working days
<ul style="list-style-type: none"> • Children at risk • Domestic abuse • Hate crime or incident • Serious damage to property • Physical assault • Serious criminal activity or criminal activity directly targeted against an individual • Threats to kill or harm someone 	<ul style="list-style-type: none"> • Drug dealing • Harassment • Criminal behaviour not directly targeted • Any report of persistent noise or nuisance • Intimidating behaviour • vandalism • Alcohol/drug connected ASB. • Any other ASB requiring an urgent response 	<ul style="list-style-type: none"> • Illegal dumping • Minor or one-off noise nuisance ASB • Any other report or activity detrimental to the peaceful enjoyment of the complainant's home and environment

Getting Involved

- We will make it easy for you to make your voice heard and help us improve our services
- We will offer in-person and online tenant meetings and surveys and promote social opportunities for tenants to meet and share ideas
- We will share and celebrate tenant involvement and the difference it makes to our services

**We will
make it easy
for you to
complain if you
are unhappy.**



Supporting Tenants:

We are here if you need us. Whether it's supporting you to find a new home, advice on accessing benefits and debts, or if you are looking to get in to work, education or volunteering, Taff can help!

- **Our Neighbourhood Team**

helps tenants with neighbour disputes, finding a new home, and tenancy responsibilities. We will tell you who your Neighbourhood Officer is and how to contact them.

- **Our Income Team**

supports tenants to pay their rent and manage their financial obligations. We will tell you who your Income Officer is and how to contact them.

- **Our Inclusion Team**

works with tenants who may require direct support and advice on things like managing a tenancy, budgeting support, debt advice and access to jobs, training and volunteering.

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