

What you can expect from us

We want Habinteg neighbourhoods to be places where you want to live and where you will have peaceful enjoyment of your home. Our Neighbourhood Co-ordinators are responsible for tenancy management and for checking the quality of neighbourhood services you receive from us like grounds maintenance, cleaning and caretaking.

This service standard tells you what you can expect from us and how we will deliver our services.

Habinteg will:

- carry out planned scheme inspections/walkabouts every quarter, promote and invite tenants and scheme tenant representatives to join us;
- carry out pull cord checks quarterly in properties that are registered with an alarm service provider;
- carry out weekly health and safety checks at Habinteg schemes, including testing of fire alarms where they are installed;
- carry out monthly checks of emergency lighting systems where they are installed;
- meet twice a year with our ground maintenance/cleaning contractors to monitor service level agreements;
- consult with tenants annually to identify priorities and consider ideas for local offers;
- our Neighbourhood Team will visit tenants and inspect Habinteg properties on a rolling three year programme;
- provide you with clear advice about your housing option(s) when you contact us;
- arrange for you to view your property before you sign a tenancy agreement;
- review mutual exchange applications and aim to respond with our decision within 42 days from notification;
- offer you a home visit or somewhere private locally if you want to see us;



Habinteg will:

- commission satisfaction surveys of new tenants via an external provider;
- work in partnership with our tenants and relevant partners such as Social Care, non-statutory partners and charities – to ensure the right support and signposting is offered to tenants in need of support to sustain independent living.

Service standard targets

Actions	Timings
Scheme inspections	Quarterly
Pull cord checks	Quarterly
Health and safety checks including fire alarms	Weekly
Emergency lighting checks	Monthly
Scheme meeting (more than 30 properties)	Annually
Tenancy contact visit	Every 1-3 years
Satisfaction survey of new tenants	Monthly
Notify tenant of mutual exchange decision	42 days

How can you be sure that Habinteg is meeting these service standards?

We will:

- review evidence from satisfaction surveys of new tenants undertaken by an external provider
- monitor and record all inspections and review outcomes
- monitor and maintain records of Health and Safety checks
- conduct tenancy audits to ensure our records are accurate and up to date
- invite involved tenants to review performance and periodically scrutinise Habinteg's neighbourhood service standards.

Contact us

Sign up to your online Habinteg account for easy access to our services, visit my.habinteg.org.uk, or our website habinteg.org.uk.

