

# STANDARDS OF SERVICE

For Tenants Living in

# SHELTERED HOUSING

## INTRODUCTION

Clanmil is committed to providing you with a responsive service at a reasonable cost, which meets your needs.

This leaflet sets out the standards of service you can expect from Clanmil. These standards were drafted by tenants and staff and approved by the Tenant Forum.

## WHAT IF WE FAIL TO MEET THE LEVELS OF SERVICE

If you are not satisfied with any aspect of our service, you may refer the matter to the appropriate member of staff, normally the Scheme Co-Ordinator or Housing Officer. If you are still unhappy after raising the matter informally you may wish to make a formal complaint. Details of our complaints procedure are set out in our tenants information leaflet which is on the notice board of sheltered housing schemes. Additional copies are available on request.

# COMMUNICATION

## GENERAL TENANTS MEETING

General tenants meetings are held as required at a scheme to:

- Consult tenants on matters that affect their service
- To discuss any specific issues,
- To discuss proposals for major repairs
- To discuss renewal of scheme equipment.

Seven days notice will be given. Notes will be produced and circulated within four weeks.

## PROVISION OF SERVICE CHARGE ACCOUNTS

A summary of the required levels of service charge and the projected costs for each scheme will be circulated to tenants four weeks prior to the commencement of each financial year. The financial year begins on 1st April.

# MAINTENANCE SERVICES

## COMMUNAL CLEANING

Communal areas of schemes will be cleaned by Clanmil. Cleaning hours will vary depending on the size of the scheme. Relief cover arrangements will be made by the Scheme Co-ordinator. The staff hours will be displayed on the notice board.

## WINDOW CLEANING

Clanmil is responsible for cleaning all external and internal communal windows on a monthly basis. Tenants are responsible for cleaning internal windows in their own accommodation.

## GUTTER CLEANING

Cleaned annually.

## BOILER MAINTENANCE GROUNDS MAINTENANCE

Twice yearly, where appropriate.

The grounds will be maintained in accordance with Clanmil's specification which will be available on request.

## REPAIRS TO BUILDINGS

Contractors are required to perform to the Associations response times which are:

- **Emergency – within 24 hours**
- **Urgent – within 4 days**
- **Routine – within 28 days**

## **TENANT WELL-BEING**

Daily observation or contact with tenants will be provided by the Scheme Co-Ordinator or Careline at the discretion of the tenant.

The Scheme Co-Ordinator will liaise with family and other service providers including Social Services and GP's with the agreement of the tenant, to assist in the provision of support services e.g. home help, meals on wheels etc.

The name and the duty hours of the Scheme Co-Ordinator are displayed on scheme notice boards.

## **HEALTH SAFETY AND SECURITY CHECK, AND CARELINE SERVICES**

The Scheme Co-Ordinator will carry out the following duties:

- Scheme daily check, during duty hours.
- Fire alarm weekly test.
- Emergency call system, annual check.

Where Schemes are linked to Careline:

- The Scheme Co-Ordinator will demonstrate to tenants how to use the emergency call system.

## **COMMUNAL INTERNAL AND EXTERNAL REDECORATION**

The internal communal area and the external building will be re-decorated every five years.

## **SERVICING OF EQUIPMENT IN COMMUNAL AREAS**

Scheme equipment will be serviced as follows:

- Lifts (annually).
- Portable fire fighting equipment (Annually).
- Communal fire alarms (four times a year).
- Other major mechanical items (Annually or as required).
- Emergency lighting (twice a year).
- Portable Appliances (annually).
- Extractor Fans (once every two years).
- Gas Cookers in communal kitchens (annually).

## **PLANNED MAINTENANCE**

Major refurbishment work will be undertaken on a 15-year cycle. Tenants will be consulted on the work undertaken.

## **ELECTRICAL TESTING**

Clanmil will test the electrical wiring in all properties every 10 years.

# COMMUNAL FACILITIES

*(where provided)*

## LOUNGE

Available for use by tenants seven days per week and by others in consultation with tenants.

## LAUNDRY

Laundry equipment will normally be repaired within four working days unless there are two washing machines and two dryers. Use of rota and opening hours will be agreed at each scheme by the Scheme Co-Ordinator in consultation with tenants.

## GUEST ROOM

A guestroom facility, which includes use of the laundry facility (where provided), is available. Priority will be given to tenants and their guests and the guest room should be booked in advance with the Scheme Co-Ordinator.

## PASSENGER LIFT

If provided the lift will be maintained and serviced annually.

## COMMUNAL KITCHEN

Available for use by tenants and visitors and for events and meetings. Tenants should liaise with the Scheme Co-Ordinator to arrange accommodation for functions.

# LEVELS OF SERVICE

## SCHEME CO-ORDINATOR SERVICES

### RELIEF COVER ARRANGEMENTS

Relief cover will be arranged on every fourth working day when the Scheme Co-ordinator is absent.

Tenants will be informed of alternative service arrangements, usually on the notice board.

### SUPERVISION OF CONTRACTORS

The Scheme Co-Ordinator will monitor the service contracts and will notify the Housing Officer/Maintenance Officer on any matters of concern. Service Contracts include:

- Window Cleaning
- Grounds Maintenance
- External/internal decoration
- Major Repairs
- Fire Alarms
- Emergency Lighting
- Boiler Maintenance
- Portable Appliances
- Gas Cookers (communal)
- Extractor Fans

## **SCHEME NOTICE BOARD**

Updated regularly to include policies of the Association, names of staff responsible for the scheme, social activities and any relevant local information.

## **TENANTS ASSOCIATION**

Tenant involvement is encouraged including establishing a tenants association. Housing Management staff meet with the Tenants Association once a year usually at the Annual General Meeting and/or as requested. The Scheme Co-Ordinator attends meetings of the Tenants Association/House Committee as a non-voting member.

## **TENANT FORUM**

The Tenant Forum consists of tenant representatives, staff and Board Members. Each Scheme has the option of nominating representatives to the Forum and it is not necessary to have a tenants committee for a scheme to be represented on the Forum.

The Tenant Forum meets four times a year.

The Minutes of the Tenant Forum will be placed on the notice board when they have been approved by the Forum. Any tenant who would like to have a copy of the minutes should contact their Housing Officer and their name will be placed on a mailing list.