

# Service standards

Your home



# Service standards

our promise to you

Many people are in need of good quality, affordable housing and want to move into homes like ours. It's important we let our homes in an open and fair way.

## Why is this important?

We produced these standards after listening to residents. To make sure we deliver what you need we'll:

- Review all standards at least every three years
- Involve residents in the reviews
- Make sure the standards reflect a balanced view from all resident groups
- Monitor how well we're doing and publish the results on our website
- Make sure the results we publish are in Plain English and they're approved by residents.

We want you to enjoy your home and community, and manage your tenancy well. It's important that we help you get off to the best possible start.

It's also important that when you're ready to move again, you understand how we can help and that you end your tenancy correctly and easily.

## These service standards set out what we'll do when you:

- **Apply for a home, transfer or exchange**
- **Move in**
- **Move out**

Some of these standards may not apply to a small number of homes that are covered by special letting arrangements.

# Applying for a home, a move or an exchange

## We promise to:

- Let you know how to apply for a home
- Be open and fair when we rent you a home.

## How we'll do it

If you want to move into one of our homes, we'll:

- Let you know how to apply and tell you about other agencies that can help
- Help you make an application to the local choice based lettings system.

If you're already a resident and want to move, we'll:

- Let you know the options available, including how to apply for a move through the local choice based lettings system
- Let you know about exchange schemes, such as Homeswapper
- Pay your Homeswapper subscription
- Help if you want to downsize to a smaller property.

## **When our homes become available, we'll:**

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- Advertise them through local choice based lettings systems
- Advertise up to 25% of them to existing residents who want to move to another Knightstone home
- Ask the local council or referral agency to give us the names of priority applicants on their waiting list, where there isn't a choice based lettings system
- Sometimes let homes direct to our residents if they need emergency housing and the choice based lettings system can't help quickly enough
- Let to different household types.

## **Where your application is unsuccessful, we'll explain why.**

## **We'll monitor our performance through measures that show the percentage of homes:**

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- Advertised and let through local choice based lettings schemes or, where there are none, council waiting lists
- Let to existing residents who need emergency re-housing
- Advertised to existing residents who want to move to another home with us.

# Moving in

## We promise to:

- Make it a positive experience
- Clearly explain your responsibilities and rights so you can manage your tenancy well from the start
- Make sure our homes are in good working order when you move in
- Let our homes as quickly as possible.

## How we will do it

When we let a home to you we'll:

- Show you the home you're interested in
- Tell you about any repairs that need to be done and agree timescales with you
- Give you information about your new home, including how much it will cost you to live in it

- Discuss what help or support you might need to manage your tenancy well
- Do our best to provide that help or arrange it with a specialist support agency
- Explain the type of tenancy agreement we'll give you and what it means
- Make sure you have applied for housing benefit if needed before you move in
- Give you information about our services, including a Tenant Handbook
- Agree a tenancy start date with you.

## **We'll make sure that your home is:**

- Safe and secure
- Ready to move into straightaway
- Clean and tidy
- In good working order inside and out.

## **After you've moved in, we'll:**

- Telephone and/or offer you a visit within six weeks to see if you've settled in or need any help or advice.

## **We'll monitor our performance through measures that show:**

- The percentage of residents satisfied with the condition of their property when they move in
- The average time it takes to let a property.

## **Putting things right**

If we get anything wrong we'll:

- Put it right as soon as possible
- Let you know what's happening
- Say sorry
- Learn from mistakes so they don't happen again
- Find out if you're satisfied with how we've dealt with the problem
- Let you know how to make a complaint if you're not satisfied.

# Moving out

## We promise to:

- Help you to end your tenancy correctly and easily.

## How we will do it

When you tell us you're leaving, we'll:

- Thank you for telling us and arrange to visit you as soon as possible
- Let you know what you need to do before you leave, to end your tenancy correctly, including:
  - What notice you must give
  - What work you need to do before you leave, including clearing all your belongings
  - When and how to return your keys
- Let you know what you'll be charged if you don't clear your home or leave it in an acceptable condition

- Ask you to complete an exit survey to find out what you thought about being a Knightstone resident and learn from your feedback.

## We'll monitor our performance through measures that show the percentage of:

- Residents who leave clear rent accounts
- Residents who complete exit surveys
- Properties where we have to spend more than we'd expect on re-letting.



Get in touch

talktous@knightstone.co.uk

[knightstone.co.uk](http://knightstone.co.uk)

Weston Gateway Business Park,  
Weston-super-Mare, Somerset BS24 7JP

T: 08458 729729

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 **Knightstone**