

## Homeowners Service Standards

### Our promises to you

#### We'll do the following:

- Work hard to keep estates clean, tidy and in good repair and carry out inspections at least every three months
- Get back to you when promised
- Be friendly, courteous and listen to you
- Provide a draft annual service charge account in June for consultation and a final service charge account in September
- Ensure that all costs are charged in accordance with the terms of any lease or other legal agreement
- Provide you with a service charge statement detailing charges due and payments received on an annual basis
- Provide you with an annual statement of your building reserve fund
- Offer you immediate advice and take appropriate action in partnership with other agencies such as the Police in response to racial or any other form of harassment, anti social behaviour or nuisance
- Assess any application you make to carry out alterations to your property or other consents you require under the terms of your lease or conveyance within 10 working days
- Respond to emails and letters within five working days letting you know who will deal with the subject of your enquiry and when you can expect to receive a reply
- Involve you in monitoring our performance.

#### How we will do it

You told us that the most important aspect of delivering our services to you is that we communicate with you in plain English and openly, so that you can see what we've spent your money on. You want us to make it clear that we will provide you with general advice on



matters relating to the services we provide and that we will always let you know who you're speaking to, when you contact us. In addition to this you have asked us to do the following:

- Keep the [www.knightstone.co.uk](http://www.knightstone.co.uk) website up to date with clear and accurate information
- Ensure that we and our contractors show identification and behave professionally at all times
- Involve homeowners in reviewing the standards and always seek your views on our services
- Contact you when we notice missed rent or service charge payments and agree with you as to how and when a debt can be paid and by when
- Provide you with opportunities to consult with us either through the Homeowners' Panel, individual meetings or in writing, on all matters directly affecting you
- Provide you with opportunities to join the Homeowners' Panel or attend ad hoc meetings
- Keep you informed on all matters affecting you either through our website or other publications
- Ensure you are seen on time if you've made an appointment and contact you if we're unable to keep the appointment as soon as we can to rearrange it
- Provide you with an out of hour's emergency repairs telephone number, where your lease requires us to carry out repairs on your behalf.

## Why this is important

We believe it is important our service standards are clear and set from your perspective. We want our customers to work with us to identify improvements that we can make and also to be involved in setting and measuring performance targets on an annual basis. We therefore asked you why service standards are important to you.

You told us that you want standards in place to:

- Ensure we always provide you with a professional response to any enquiries
- Ensure that we have standards in place that are specific to homeowners
- Ensure that customers are getting what they pay for
- Ensure clarity on what service standard customers can expect to receive from us
- Reassure homeowners that we will provide the services which are required



- Ensure we provide a good standard of service that is not solely driven by targets and is therefore customer focused
- Give homeowners some control in delivery of services.

## What to do if things go wrong

- Although we will work hard to get things right first time, on occasion's things can go wrong. If they do we will take responsibility for the problem, do our best to identify a solution and where we are at fault, own up to our mistakes. Most importantly we will apologise.
- We always acknowledge your complaint and in our communications with you we will provide you with a named responsible person that will deal with your problem.
- If we're unable to resolve a problem to your satisfaction, we will send you our
- Complaints Policy, which sets out clearly the stages that we will go through with you in order that we can resolve matters.
- It's important to us that we provide a good quality service to you and it's equally important that, where we fall short in this aim, we learn from the experience and prevent the problem from happening again in the future. We therefore welcome your comments and hopefully your compliments in order that we can continually improve our services to you.

