

# Service Standards

Hillcrest Homes are committed to making sure that our services meet the standards and outcomes detailed in the Scottish Social Housing Charter.

<https://www.housingregulator.gov.scot/landlord-performance/national-reports/national-reports-on-the-scottish-social-housing-charter/about-the-scottish-social-housing-charter>

The Scottish Social Housing Charter sets the outcomes which we are measured against by the Scottish Housing Regulator. We submit our performance in the Annual Report on the Charter (the ARC) to the Scottish Housing Regulator and produce a report for tenants every year.

## Our service standards

Our service standards set out what level of service you can expect from Hillcrest Homes. We will report on our performance in the annual tenants report and also on the website.

Service	Target Timescale
Call you back if you have requested or require a call back from a member of staff. We will make 2 attempts to call you and if unsuccessful will follow up with a written communication by text or email.	2 working days
Respond by email if you have requested or require an email response from a member of staff. (Also includes an enquiry made through the website**)	2 working days
Issue correspondence following request from a customer to send something to them (email or post)	1 working day
Response to enquiry logged via My Hillcrest App	1 working day
Respond to postal correspondence	5 working days
Issue tenant newsletter (Summer and Winter edition)	Bi-annually
Publish tenants annual report	Annually

(\*\* for GDPR purposes emails that do not require a staff member response may not be recorded on our system)

# Housing quality and maintenance

Info section on website: <https://www.hillcrest.org.uk/homes/tenants/report-a-repair>

Service	Target Timescale
Attend an emergency repair	4 hours
Attend to non-emergency repairs	10 working days
Gas appliances and flues are checked for safety by a Gas Safe registered engineer	Within 12 months of first installation or last service date
Complete approved applications for medical adaptations (subject to available funding)	40 days
Confirm a decision outcome on an alterations request from the date the completed form is received	28 days

## Allocation of properties

<https://www.hillcrest.org.uk/homes/renting/>

	Target
Contact to be made with tenants who have signed a new Hillcrest Homes tenancy	6 weeks of tenancy start date
All properties will be confirmed as meeting the minimum standard	<i>Insert document hyperlink to agreed letting standard</i>

## Anti-social behaviour

<https://www.hillcrest.org.uk/homes/tenants/lock-out-anti-social-behaviour/>

	Target
We will set clear expectations around the responsibilities of all parties involved and ensure that all actions taken are proportionate, fair, and evidence based.	All cases

## Getting good value from rents and service charges

<https://www.hillcrest.org.uk/homes/tenants/paying-your-rent/>

Service	Target
Consult tenants on the rent review and review feedback	Annually
Provide rent statements to tenants following a request	1 working day or automatically through the app

## Estate management

Service	Target
Carry out an estate management visit to our areas of housing.	12 weeks minimum

## Complaints

<https://www.hillcrest.org.uk/complaints/>

Providing a stage 1 complaint outcome	5 working days
Acknowledging a stage 2 complaint	3 working days
Providing a stage 2 complaint outcome	20 working days

## Information requests

<https://www.hillcrest.org.uk/information-services/privacy-policy/>

Responding to subject access requests	1 calendar month
Responding to freedom of information requests	20 working days

*This document can be produced in different formats, for example, in larger print or audio-format, and in other languages, as appropriate.*