

Quartz Housing: Service Standards

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Policy Owner:	Board	Date Reviewed:	April 2025
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1 | Introduction

- 1.1. Service standards set out how we, along with our managing agents, work with our customers and the level of service that our customers can expect from us. We have set minimum service standards in the following five key areas of our business:
- Customer service
 - Neighbourhood services
 - Repairs and maintenance
 - Housing Management and service charges; and
 - Health and Safety.
- 1.2. We welcome feedback from our customers on these standards, and we, along with our managing agents, will work with our customers to ensure that these standards meet their expectations and are adhered to.

2 | Customer Service

- 2.1. In providing customer services, we, along with our managing agents, will:
- Offer customers a range of methods to contact us, including telephone and email. We will also seek to gain insight from customers on other contact methods that could be offered in the future.
 - Offer an 'out of hours' telephone service for emergency repairs.
 - Acknowledge all correspondence from its customers within two working days.
 - Provide a full response to all correspondence within ten working days; and
 - Seek and welcome feedback on its service and constantly strive to improve our performance.

3 | Neighbourhood Services

- 3.1. When delivering neighbourhood services, we, along with our managing agents, will ensure that:
- We maintain estates and communal areas for which we are responsible, to an appropriate standard.
 - We keep customers regularly updated on how we are tackling any concerns they raise about our neighbourhoods or about anti-social behaviour; and
 - We involve customers in any major decision to change and improve the neighbourhood and communal services that we provide.

4 | Repairs and Maintenance

- 4.1. We offer homes for rent and for shared ownership.
- 4.2. Shared ownership properties now have a 10-year, repair free period where we as the shared ownership landlord will be responsible for external, structural and some internal repairs. This applies to new build homes for the first 10 years of the property's life or until the shared owner reaches 100% ownership (whichever is sooner).
- 4.3. Responsibility for repairs will be clearly outlined in the shared ownership lease or tenancy agreement.
- 4.4. For repairs that are our responsibility, we will:
- Seek to attend all emergency repairs, for which we are responsible, within 24 hours.
 - Seek to attend all urgent repairs, for which we are responsible, within 7 days.
 - Seek to complete all other repairs, for which we are responsible, within 30 days.
 - Use customer feedback to improve our repairs and maintenance service; and
 - Give notice to and consult with leaseholders on any relevant planned works, in accordance with the Landlord and Tenant Act 1985, which contains the primary legislation about consultation in section 20 of the Act.

5 | Housing Management Services

- 5.1. Lease / Tenancy agreement
- 5.1.1. All residents will be provided a written lease or tenancy agreement detailing the terms and conditions on which they occupy the property. We will ensure that we, along with

our managing agents, act within the responsibilities contained within the agreement and carry out all landlord functions in a proper manner.

5.2. Termination of tenancy

- 5.2.1. We, together with our managing agents, will serve correct written notices promptly if we need to end a tenancy for a valid reason..

5.3. Tenancy deposit

- 5.3.1. We will ensure that all new tenancy deposits are protected in a government authorised scheme within 30 days and provide the prescribed information to the tenant and any relevant person.

5.4. Rent

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- We will comply with all relevant legislation and regulations when setting rents and service charges. Where applicable rents and service charges for all properties will be set in full compliance with planning obligations, including Section 106 agreements and other legal covenants tied to the development. These obligations may specify the type, tenure, and affordability criteria of the housing to be provided. It will be made clear to tenants and shared owners at the outset of their tenancy/lease which type of rent will apply to their tenancy.
- Our shared ownership rents are set at a maximum of 2.75% of the unsold equity.
- We adjust shared ownership rents in April of each year in accordance with the lease agreement.
- We will provide timely information to residents about rents and/or service charges, this will include an annual rent statement; and
- We will offer residents a number of ways to pay the rent for unsold equity, including by direct debit and online.

5.5. Service Charges

- Service charges will be calculated annually.
- We will provide estimated annual service charges to residents each year.
- We will issue actual service charge (for the previous financial year) to residents, within six months of the end of the financial year.
- We will provide residents with written explanations of both estimated and actual service charges.

- We will offer residents a number of ways to pay service charges, including by direct debit and online; and
- We will consult in line with statutory requirements, good practice, and the requirements of the lease.

6 | **Health and Safety**

6.1. Electrical safety

- 6.1.1. We will provide a current and satisfactory Electrical Installation Condition Report (EICR) on the electrical installation in all communal and shared areas for which we are responsible. These will be undertaken at recommended intervals (at least every 5-years), by an 'approved electrical contractor' and made available for inspection by the resident and ourselves upon request. The Electrical Installation Condition Report will confirm that the installation is safe for use, as specified in BS 7671:2008.
- 6.1.2. Where appliances are provided in communal areas, an annual Portable Electrical Appliances (PAT) Report must be issued by an 'approved electrical contractor' and be in accordance with the relevant approved codes of practice. The tenant is entirely responsible for the repair or renewal of appliances in their properties not owned by us.
- 6.1.3. For communal areas where responsibility for electrical safety is the responsibility of another party, we will ensure that safety assessments are undertaken, and that compliance certificates can be made available to its leaseholders.

6.2. Fire safety

- 6.2.1. We will ensure that arrangements are in place for undertaking Fire Risk Assessments (FRAs) for all premises where it is required by the Regulatory Reform (Fire Safety) Order 2005, and the prioritisation of actions recommended by the FRA.
- 6.2.2. For communal areas where responsibility for fire safety is the responsibility of another party, we will ensure that risk assessments are undertaken, and that compliance certificates can be made available to its leaseholders.

6.3. Gas safety

- 6.3.1. We will ensure that arrangements are in place for undertaking gas safety checks for all premises where it is required by the Gas Safety (Installation and Use) Regulations 1998, containing a gas system, which includes all gas appliances, except those which the tenant is entitled to remove.
- 6.3.2. In the delivery of its annual gas safety check responsibilities, we will make sure that a complete record of gas safety checks is kept for a minimum of two years from the date of the check and that residential tenants receive a copy of the record within 28 days of the date of the gas safety check, and that a copy of the latest record is provided to any new tenant.

6.4. We will ensure that it has written procedures for:

- gaining access to premises to conduct gas safety checks to ensure that the check is carried out within the 12-month requirement; and
- ensuring that any actions arising from gas safety checks or any other event, such as gas incidents, are prioritised, attended to in a timely manner, and suitable records of actions are maintained.

6.5. Water safety (legionella)

6.5.1. We will ensure that arrangements are in place for undertaking legionella risk assessments and sample testing of all relevant water systems (where we have responsibility for shared water tanks and systems) by a competent contractor who acts as the Responsible Person under Legionnaires' disease - The control of legionella bacteria in water systems, L8 (4th Edition).

6.5.2. For shared water tanks where responsibility for water safety is the responsibility of another party, we will ensure that assessments are undertaken, and that compliance certificates can be made available to its leaseholders.

7 | Monitoring and Performance

7.1. The board has overall responsibility for ensuring the compliance of these service standards, both by itself and those acting on our behalf.

7.2. We will monitor its own compliance, and the compliance of its managing agents, with this policy.

8 | Policy Management

8.1. The policy will be reviewed annually unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.

9 | Background Documents

9.1. This policy should be read in conjunction with the legal and regulatory documents listed below:

- The Regulatory Standards published by the RSH
- Asset Management Strategy Statement
- Complaints Policy
- Rent Setting Policy
- Repairs and Maintenance Policy
- Resident Involvement Policy
- Tenancy Policy