Service Standards

Why have service standards?

We produce service standards so that every tenant or possible service user is clear about the level of service they can expect to receive from us.

We will review all service standards every two years and we will involve service users in this process. We will monitor all service standards and report the results to Performance Committee every quarter and in '**Homes & People**', our newsletter for all tenants and service users.

We value our reputation as one of the best housing providers in the North East. We aim to deliver the best possible service as far as our resources allow us to. When we cannot meet your needs ourselves, we try to refer you to other sources of help.

This means that the service you receive will be:

- polite;
- fair and unbiased;
- confidential;
- efficient; and
- appropriate to any special need you may have.

When offering our services we will treat everyone equally no matter what their race, disability, sex, age, sexuality or religious beliefs.

Service Standards

Click on each link below to find out more about the service standards for each service:

- **Adaptations Service**
- **Advice and Support Service**
- **Anti social behaviour**
- **Community Care Alarm Service**
- **Concierge**
- **Delivering Modern Homes**
- **Equality and Diversity**

Bienvenue

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Добро пожаловать

Bienvenido

- Furniture Service
- Housing Management Service
- Leasehold
- Property Standard
- Relocation and Resettlement
- Repairs and Maintenance
- Right to Buy
- Your Choice Homes
- Young People's Service

Local offers

Local offers are commitments that have been designed by tenants to improve housing services. We talked to lots of tenants to find out what is most important to them to help us improve.

Click here to see the local offers for 2012/13 >>

Putting things right

We will always try to provide the best services that we can. If, however, you are not satisfied with our service, please let us know and we will try to sort out your complaint immediately. If you are still not satisfied, please visit **Compliments, Complaints and Comments** leaflet which gives you details about how to complain. A senior manager will investigate your complaint and write to you within 10 working days.

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