Service standards

Enhanced Landlord Service



Selwood Housing

Introduction

In November 2019, following wide consultation with our sheltered customers, we introduced an Enhanced Landlord Service to cover our sheltered schemes and adjacent sheltered properties.

There is a sheltered housing co-ordinator responsible for a patch of sheltered properties. They are your point of contact for any concerns you have regarding your home, your tenancy or the communal areas and grounds. Where a service is the responsibility of another team in Selwood Housing; for example, a repair or grounds maintenance, you may choose to report the issue directly to the team concerned. The co-ordinator can act as the point of contact for any issue that is Selwood Housing's responsibility.

The co-ordinator will put the details of this contact on our housing system so there is a record and will ensure that the customer is updated in line with our commitment to get back to customers within 2 working days.

Examples of issues that you can raise with your sheltered housing co-ordinator include:

- Queries around rent or service charge
- Reporting a repair or work that is outstanding
- Queries relating to your tenancy including adding or removing someone from the tenancy, ending a tenancy, confirming whether someone has the right to succeed to a tenancy
- Needing support to continue to live independently
- Concerns regarding a neighbour
- Queries regarding Selwood Housing contracts; for example, ground maintenance
- Queries about communal facilities; if something is needed in a communal area, using the laundry, access to the building or facilities
- Booking the communal lounge
- Anything else! We may not be able to help directly but are likely to be able to suggest another service that can.

Contacting Selwood Housing and how we respond.

You can:

Contact your sheltered housing co-ordinator

Posters are displayed on each sheltered scheme giving the name of the sheltered housing co-ordinator and caretaker for that scheme.

If you raise a query with your co-ordinator, they will respond within two days. If they do not have all the detail at this point, they will endeavour to get back to you within two days with an update.

Contact our customer support team

If customer support cannot answer the enquiry, they will put the call through to the duty officer for supported housing or raise a call back for the appropriate member of staff. For general call backs a call will be made to the customer within 2 working days.

For call backs in response to reports of antisocial behaviour (ASB), a call will be made to the customer within two working days for standard ASB or one working day in instances of domestic violence or hate crime.

ASB call backs will be completed by either the senior neighbourhood manager for sheltered housing or the sheltered housing co-ordinator responsible for the scheme.

Our response times on call backs are monitored and call backs reassigned to another member of staff if the person is not available.

Book an individual visit

Appointments can be made in advance for a co-ordinator to visit a customer at home to discuss any concerns they have regarding their tenancy or their home.

Duty officer

There is a member of the team on duty covering our standard office hours (8.30am to 5.30pm Mon-Thurs and 8.30am to 5.00pm on Friday) meaning that there is normally a member of the sheltered team available during these times.

Scheme meetings

We are starting a programme of scheme meetings where customers on a scheme can

come together, with Selwood Housing staff, to discuss issues and agree actions. These meetings include an explanation of the sheltered service. Notes of the meeting are then provided for customers who could not attend.

Estate inspections

There is an established programme of full estate inspections that take place on a six monthly basis that are completed for all the schemes, attached bungalows, roads and surrounding areas. The date of these inspections will be published so customers can raise issues for inclusion, with customers being able to put themselves forward to attend these if they wish. Photos are taken of both issues and examples of things working well.

Communal lounges

Lounges are manged by the sheltered co-ordinator for the scheme, with bookings being taken by either the co-ordinator or caretaker. The co-ordinator will ensure that use is balanced to meet the needs of different customers. Co-ordinators will facilitate the use of the lounge by outside groups where customers have indicated that they are happy for lounges to be used in this way.

Fire safety

All customers in either a sheltered housing scheme or sheltered housing flat will receive a person-centred risk assessment either yearly or every three years depending on the property type. This assessment will concentrate on ensuring that customers know what to do in the event of a fire and minimising the risks of fire for customers in their home.



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