

Housing Management

Introduction

BCHA is committed to putting our customers first by providing an excellent Housing Management Service. These service standards have been developed and agreed with BCHA customers and reflect what they tell us is important to them, and what is expected from BCHA

BCHA has a Tenancy Team and Tenancy Officers to provide the Housing Management Service during office hours (Monday to Friday, 9-5), and also run an out-of-hours service, which covers all BCHA's geographical areas.

Equality, Diversity & Inclusion

- When offering and using our services we will treat everyone equally regardless of age, race, gender, disability, sexuality or religious beliefs or any other protected characteristics under the Equality Act 2010, and according to their needs
- We will make our offices accessible for disabled people and provide an interpretation service for those whose first language is not English
- We will provide the same standard of service wherever you live and ensure equal access to services for all residents.

What do we offer

BCHA provides a Housing Management Service to all customers living in their properties. They provide:

- Tenancy Management – living with an Occupancy Agreement
- Information regarding Allocation of properties and letting agreements
- Help dealing with reports of anti-social behaviour
- Resident Engagement – working with customers, giving them a voice in decisions made
- Customer Services – Central point of contact for help regarding the services provided, including Complaints

Tenancy Team

- Provide a dedicated Named Officer to contact within the Housing Management Team
- Provide a generic housing management service to Customers in General Needs, Supported Housing, Shared Ownership and Leaseholders
- Provide Intensive Housing Management to customers who require additional support to sustain their tenancy
- Work with other agencies and Local Authority Partners to assist Customers maintain tenancy/ licence agreements
- Provide advice and support with any moves or mutual property exchanges

Allocations & Lettings Team

Provide transparency regarding the allocation and lettings of our properties.

- Arrange an accompanied first visit to the property, to discuss any queries
- Ensure all properties are of a lettable standard - clean, safe and 'move in' ready
- Provide information about tenancy rights and responsibilities, including details regarding rent and any other charges payable
- Help and assist making claims for any Housing Benefit/Universal Credit, if applicable
- Discuss any support needs required and, with prior consent, refer to the appropriate agencies
- Make contact within 6-weeks of occupation, to ensure Customer has everything promised
- Regularly ask for Customer feedback regarding Tenancy, property and the service provided by BCHA

How we measure our service

- By regular Customer Satisfaction Surveys
- Reviewing feedback from the 6-week visits
- Gaining feedback after a viewing
- Asking for feedback regarding condition of property offered, in line with the lettable standard
- Regularly publishing reviews and subsequent learnings and improvements to services in newsletters on our website and on Social Media

Lettable Standards

Our aim is to ensure that all properties which are re-let are clean, free from the need to carry out immediate maintenance and that all equipment, fixtures and fittings are in working order and conform to safety standards.

These are the minimum standards that we aim to achieve prior to a new tenant moving in.

Security

- The property doors and windows are secure
- Front door lock is changed, with new keys available
- All opening windows are fitted with appropriate restrictors/locks
- Smoke detector/s are fitted and in working order

Services

- The electrical system tested and certificated by a qualified electrician
- Where fitted, emergency call facility and door entry systems are in good working order
- Installation of a security light, where required
- A gas installation safety check is undertaken by a qualified engineer and a Landlord Gas Safety Record left at the property
- Heating system is in good working order
- Any gas fires, not part of the main heating system, are removed

Decoration

- All rooms will be clean and tidy
- Any rooms previously decorated in strong/dark colours will be redecorated
- Any additional decoration/adaptions to accommodate for the elderly/disabled will be arranged
- Flooring, skirting/architraves will be repaired/replaced
- Wall and floor tiles (if applicable) will be repaired/replaced
- Any issues regarding damp will be remedied

Decoration vouchers may be issued, if applicable, should customer wish to undertake the decoration themselves.

Bathroom

- The bathroom suite is clean and in working order and have tiles to back of bath and wash-hand basin
- Any power shower not fitted by BCHA will be removed
- Should the bathroom be due for upgrade (on our planned works) we will ensure the customer is aware?

Garden & Externals

- The garden, shed/garage (if present) will be cleared of all rubbish
- Overgrown gardens, trees and hedges will be cut back and cleared
- Any dangerous/dilapidated structures (shed/outbuilding) will be removed
- Any damaged or missing boundary walls/fencing will be repaired/replaced to ensure the security of the tenant and property
- All rainwater gutters and downpipes will be repaired/replaced
- Footpaths, including those that provide essential access to the property, will be repaired/replaced
- Any issues with the external structure of the property and roof will be repaired

General

- If Asbestos is present in the property BCHA will ensure tenant is aware, and leave appropriate details regarding Asbestos Handling and relevant Contractor contact details.
- Carpets will be removed, unless specifically asked to leave by the new tenant
- The property will be cleaned, including floors, windows, kitchen and bathroom

Cleaning & Maintaining Communal Areas

The Housing Management Team are also responsible for communal areas of BCHA's properties. These services include general cleaning and window cleaning of communal areas, grounds maintenance, bulk rubbish removal and play area maintenance. (if applicable) The services are provided by BCHA's New Leaf Repairs and/or Contractors (procured through a competitive tendering process and reviewed regularly). To monitor effectiveness, we:

- Carry out a regular programme of inspections on our property estates
- Residents will be advised, by their Tenancy Officer, regarding the frequency and dates of these inspections and be encouraged to be involved
- Residents will be provided written feedback regarding the inspection, on request.
- Remove any offensive graffiti within 24 hours of notification
- Complete minor repairs to communal areas within the agreed timescales
- Maintain the landscaped areas (if applicable) in line with the agreed specifications, to include clearance of litter
- Remove any fly tipped bulk rubbish within 7 working days of notification
- Work with other agencies to remove any abandoned vehicles within 7 working days of notification
- Keep communal staircases, landings and bin areas clean and safe for our tenants

How do we measure this?

- Regular checks to ensure we have delivered the published programme of inspections
- Gain customer feedback regarding satisfaction of appearance of their property and its maintenance, including frequency and quality of the service provided
- Actively encourage tenants to be involved in the regular inspections
- Provide regular feedback regarding Service Standards, via Tenant Talk Magazine, on our Website and on social media
- Discuss at Customer Forums/Scrutiny Groups etc.

Residents responsibilities

BCHA value all customer feedback, and will use comments and suggestions to improve the service we provide. To help us give the best possible service we ask

- Be considerate and polite when speaking to our staff and contractors.
- Give us all the information we need to enable us to help you
- Be available for your arranged appointments - or contact us to advise if you are running late or need to reschedule
- Let us know if you are unhappy with the service you have received
- Also let us know if the service has been better than you expected
- Advise us if you have any specific individual needs or requirements
- Ask for more information, - if there is anything you are not sure about

How do we measure this?

- Record any abusive or aggressive behaviour
- Record the number of missed appointments
- Record all comments, compliments and complaints