

Service Standards – September 2024

1. Safety & quality

- a. We will have an accurate, up to date and evidenced understanding of the condition of our homes that reliably informs the provision of good quality, well maintained and safe homes for our tenants
 - i. Homes will be surveyed once every five years by our team of stock surveyors
 - ii. We will use the information we collect to inform our investment programme, to deliver repairs, maintenance and planned improvements to homes, which will comply with the decent homes standard and all relevant health, safety and other legal requirements
 - iii. We will use this information to help us allocate specifically adapted or designed properties to those that need them

- b. **Ongo will take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas**
 - i. Ongo will complete all required risk assessments and health & safety checks and act upon all findings within the appropriate timescales. This will include, fire safety, water safety, electrical, gas, asbestos and lifts and all other appropriate health and safety checks and assessments
 - ii. Our dedicated property compliance team will ensure the health and safety of our tenants in their homes and communal areas by carrying out all required compliance checks and assessments
 - iii. We will consult with tenants on matters relating to building safety

- c. **Ongo will provide an effective, efficient and timely repairs, maintenance and planned improvements service for our homes and communal areas**
 - i. Tenants can report all repairs and maintenance issues through a variety of channels that suit their needs, including digital options, over the phone or in person
 - ii. Our maintenance policy sets out clear and accessible timescales, which are published on our website and communicated to our tenants when repairs are reported
 - iii. Ongo follows a specific procedure that sets out how we will communicate with our tenants and keep them informed of progress at every stage of their repair
 - iv. Tenants will be informed of any planned works / improvements to their property or communal area at least 21 days prior to the start date
 - v. Ongo will inspect, clean and maintain all communal areas on regular cycle

- d. **Ongo will assist tenants seeking housing adaptations to access appropriate services.**
 - i. Ongo will work closely with the relevant agencies to deliver adaptations for our tenants and provide accessible information, support and signposting
 - ii. Ongo have a clear and accessible policy and procedure that sets out how we will assist tenants with aids and adaptations to their homes

2. Transparency, Influence and Accountability

a. We will treat tenants and prospective tenants with fairness and respect when delivering our services

- i. We will listen to what our tenants tell us and act on their views
- ii. We will adapt our services and communications to meet tenants' individual needs
- iii. We will make reasonable adjustments to allow tenant to access our services
- iv. Anyone you speak to at Ongo will be courteous, polite and show empathy
- v. We will aim to resolve your enquiry at the first point of contact wherever possible

b. Ongo will deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants

- i. We will collect appropriate and relevant information about our tenants and use this to allow us to deliver our services and tailor our communications to them
- ii. Ongo will carry out impact assessments to ensure there is no discrimination in the delivery of our services to our tenants and customers
- iii. Our services can be accessed by tenants and customers in a way that is right for them, ensuring no one is left behind

c. Ongo will take tenants' views into account when making decisions about how services are delivered

- i. We will provide a wide range of opportunities and forums for tenants to share their views and scrutinise our service delivery and performance
- ii. We will provide information and accessible support to meet the diverse needs of our tenants so that they can effectively challenge our performance
- iii. We will communicate the outcomes following tenant feedback through our website, our tenant publication and individually direct to tenants and customers

d. Ongo will communicate with tenants and provide information so they can understand what to expect from their us, and can hold us to account

- i. We will publish all information relating to our services on our website, which is regularly updated. This includes health and safety information, information relating to your tenancy and information relating to repairs and maintenance
 - ii. We will have up to date policies in place that tenants and customers can access via our website or by contacting us directly
 - iii. Ongo will ensure rent and service charge information is accessible to all tenants through our tenant portal or written communication
 - e. **Ongo will publish its key performance data and information to support effective scrutiny by tenants to allow them to hold us to account**
 - i. We will keep our website updated with our monthly performance information
 - ii. We will publish an annual report that details the previous year's performance
 - f. **Ongo provide an accessible complaints service to ensure complaints are addressed fairly, effectively, and promptly**
 - i. We will ensure complaints are handled in a consistent, fair and timely way by our dedicated team at Ongo
 - ii. We will comply with the Housing Ombudsman's Complaint Handling Code
 - iii. We will provide a dedicated complaints page on our website that provides tenants and customers with information relating to complaints and how to make them, complaint handling and performance
 - iv. We will make sure tenants know how to complain about any of our services and how we will work with anyone supporting them to resolve the issues they are experiencing
 - v. We will support our tenant Complaints Panel to scrutinise complaint handling and service delivery and make recommendations for improvements

3. Neighbourhood & Community

- a. **Ongo will work cooperatively with tenants and other agencies to encourage social, environmental and economic well-being within the communities where we provide homes**
 - i. We will continue to build and maintain excellent relationships with other agencies to allow us to work together on delivering projects to benefit our tenants and communities
 - ii. We will ensure all reports of hate crime are responded to within 24hours

- iii. We will publish our ASB Policy which sets out what is considered ASB and how we will manage and work with other agencies to tackle ASB in our homes and communities
- iv. We will signpost and provide appropriate information and support in relation to domestic abuse

4. Tenancy

a. Ongo will allocate and let homes in a fair and transparent way taking into account the needs of tenants and prospective tenants

- i. Ongo will sign up to all relevant choice-based lettings systems (e.g. HomeChoiceLincs) and work with local authorities to support them fulfilling their statutory duties in relation to housing
- ii. We deliver our allocations and lettings service in line with our published Lettings Policy, which sets out how Ongo will allocate and let properties
- iii. Our homes will be let based on tenant need, considering the diverse needs of all tenants and applicants

b. Ongo will support relevant tenants to mutually exchange their homes

- i. Ongo will publish a Mutual Exchange Policy that sets out how we will support tenants to mutually exchange their properties where eligible
- ii. We will provide tenants with the support they need to access mutual exchange services, including access to free mutual exchange online services
- iii. We will provide tenants with the information they need to make decisions in relation to mutual exchange – e.g. in relation to rent and any other charges and tenure

c. Ongo will support tenants to sustain their tenancy

- i. Ongo will provide support through our own internal services in relation to finance, employment and wellbeing along with support in relation to tenancy management. We will also signpost to external agencies where appropriate to help tenants maintain their tenancies
- ii. Where we end a tenancy, we will provide advice and guidance to affected tenants to apply for housing or signpost them to appropriate support and advice services