



Service Standards

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1.0 Introduction

1.1. Service standards set out how we 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 four 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 will work with our customers to ensure that these standards meet their expectations and are adhered to.

2.0 Customer Service

2.1 In providing customer services, we will:

- Offer customers a range of methods to contact us, including online, by telephone and by 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 **five** working days
 - Provide a full response to all correspondence within **ten** working days of our acknowledgement: and
- Seek and welcome feedback on its service and constantly strive to improve our performance

3.0 Neighbourhood Services

3.1 When delivering neighbourhood services, we 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 anti-social behaviour; and
- We involve customers in any major decision to change and improve the neighbourhood and communal services that we provide.

4.0 Repairs and Maintenance

4.1 We offer rent to buy homes.

4.2 For repairs that are our responsibility, we will:

- Seek to attend to all emergency repairs, for which we are responsible, within 24 hours
- Seek to attend to all urgent repairs, for which we are responsible, within 7 calendar days
- Seek to complete all other repairs, for which we are responsible, within 25 working days
- Use customer feedback and complaints monitoring to improve our repairs and maintenance service

5.0 Housing Management Services

5.1 Tenancy agreement

5.2 All residents will be provided with a written tenancy agreement detailing the terms and conditions on which they occupy the property. We will ensure that we will act within the responsibilities contained within the agreement and carry out all landlord functions in a proper manner.

5.3 **Termination of tenancy**

5.4 Landlords should serve correct written notices on time, should they wish to terminate a tenancy for a legitimate reason. This should form part of the landlord's housing management procedures.

5.5 **Tenancy deposit**

5.6 Rentplus will not require our tenants to provide a deposit.

5.7 **Rent**

- Our social housing rents will be set in accordance with the April 2023 Rent Standard and the April 2020 Policy statement on rents for social housing (updated December 2022)
- We will adjust all rents in April of each year in accordance with the tenancy agreement and lease agreement
- We will provide timely information to residents about rents, and
- We will offer residents several ways to pay the rent including by standing order, bank transfer, credit or debit card.

5.8 **Service Charges**

- Rentplus rent to buy homes will be let at an Affordable or Intermediate Rent which will be inclusive of all service charges.

6.0 **Health and Safety**

6.1 **Electrical safety**

6.2 We will provide a current and satisfactory Electrical Installation Condition Report (EICR) on the electrical installation in 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.

- 6.3 Where appliances are provided, 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.
- 6.4 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.
- 6.5 [Fire safety](#)
- 6.6 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, Fire Safety (England) Regulations 2022 and the prioritisation of actions recommended by the FRA.
- 6.7 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.
- 6.8 [Gas safety](#)
- 6.9 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.
- 6.10 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.
- 6.11 We will ensure that our managing agent 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 promptly, and suitable records of actions are maintained
- 6.12 [Water safety \(legionella\)](#)

- 6.13 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).
- 6.14 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.

7.0 Energy Efficiency

- 7.1 In response to the growing energy affordability crisis and global climate emergency, Rentplus will endeavour to meet the government target of net zero carbon emissions by 2050.
- 7.2 To achieve this we will work towards the decarbonisation milestone objectives set out by the Climate Change Committee.
- 7.2.1 All Rentplus homes will have an EPC rating of C or above
 - 7.2.2 No new Rentplus homes will have gas boilers fitted after 2028
 - 7.2.3 No natural gas boilers will be replaced after 2033
 - 7.2.4 All new Rentplus homes will be zero-carbon-ready from 2025

8.0 Monitoring and Performance

- 8.1 The board has overall responsibility for ensuring the compliance of these service standards, both by itself and those acting on our behalf.
- 8.2 We will monitor its own compliance, and the compliance of its managing agents, with this policy.

9.0 Policy Management

- 9.1 The policy will be reviewed every three years 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.

10.0 Background Documents

- 10.1 This policy should be read in conjunction with the legal and regulatory documents listed below:
- The Regulatory Standards published by the RSH

and the following strategies and policies:

- Asset Management Strategy Statement
 - Complaints Policy
 - Rent Setting Policy
 - Repairs and Maintenance Policy
 - Resident Involvement Policy
 - Tenancy Policy
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