

Estate Security and Support Service			
Customer Service, Choice and Complaints	Target	Performance	Frequency
We will publish information in the Your Home magazine that is sent to all residents to update you on any service delivery issues.			When required
We will distribute an Estate Security and Support Newsletter to every resident four times per year.	100%		quarterly
Correspondence and Complaints	Target	Performance	Frequency
We will respond to general correspondence within 15 working days.	100%		When received
We will respond to MP/Councilor enquiries within 10 working days.	100%		When received
We will respond to the London Borough of Hammersmith and Fulham Housing cabinet members within 3 days.	100%		When required
We will respond to stage 1 complaints for Estate Security and Support within 15 days.	100%		When received
We will respond to stage 2 complaints for Estate Security and Support within 20 days.	100%		When received
Reception Standards	Target	Performance	Frequency
We will aim to resolve initial enquiries at the first point of contact	100%		daily
We will be identifiable at all times through the wearing of correctly supplied uniform and by wearing a name badge.	100%		daily
We will introduce ourselves clearly and courteously when you visit our receptions.	100%		daily
We will be polite, helpful and treat you with respect at all times.	100%		daily
When you ring, we will answer your call promptly, speak clearly and forward your call onto the appropriate department if we cannot assist.	100%		daily
Regularly monitor CCTV to ensure the estates are a safe and secure place to be.	100%		daily
We will listen carefully in order to understand and respond to your needs.	100%		daily
Carrying out Estate Patrols	Target	Performance	Frequency
We will be clearly identifiable by wearing the appropriate uniform, name badge and high visibility jacket with 'here to help' clearly on show.	100%		daily
We will carry out estate patrol's at least twice every day in your block.	100%		daily
We will report any incidents or repairs immediately to the appropriate department as soon as they are identified.	100%		daily
Reporting Repairs	Target	Performance	Frequency
We will raise repairs for residents and provide follow up information as necessary.	100%		daily
Tackling Anti Social Behavior	Target	Performance	Frequency
We will work with in partnership with the Anti Social Behavior Team and Police to tackle	100%		daily

and reduce incidents of crime on the estate.			
We will work in partnership with the Housing Management team to report any incidents of ASB or breaches of tenancy.	100%		daily
Training	Target	Performance	Frequency
In order to meet the agreed standard of service delivery, we will provide all our staff with appropriate industry recognised training.	100%		Updated as required
Keeping You Informed	Target	Performance	Frequency
We will keep you fully informed of any changes to staff or the service who work on your estate.	90%		As changes occur
Keep you up to date on service performance and usage by advertising monthly statistics in the notice board on your estate.	100%		monthly
Extra Support If you Need It	Target	Performance	Frequency
We will publish details at receptions of what extra support is available to help you.			As and when received
Ask you directly about any extra support you need and work with our partners to a conclusion.			
Getting In Touch with Us...	Target	Performance	Frequency
We will provide you with a range of ways to get into touch with us including face to face, by intercom, by telephone or email.	100%		daily
We will respond promptly to all contact you make with the service.	100%		daily
Arrange for a home visit or an officer if you want to speak to us or another officer.			When requested
If Things Go Wrong...	Target	Performance	Frequency
When things go wrong, we will be open and honest and do our best to put things right as soon as possible.			