

Grainger Trust Limited (GTL)

Service Standards

May 2024

1. Introduction

Grainger Trust's Service Standards set out how we work with our customers, and the level of service that our customers can expect from us. They set out the high-quality service we expect our customers to receive and how we will be responsive to our customer needs.

We have set minimum Service Standards in four key areas of our business:

- Customer service
- Estates and communal services
- Repairs and maintenance
- Anti-social behaviour

Our up to date contact information is available on our website
<https://corporate.graingerplc.co.uk/properties/grainger-trust>

2. Customer service

We want to be easy to contact, helpful, friendly and efficient. We will:

- Offer you a range of ways to contact us, including a Resident App
- Offer an 'out of hours' call service for emergencies
- Acknowledge all correspondence within two working days
- Respond to all correspondence within ten working days
- Be available to meet face to face in our offices in Aldershot Monday to Friday between 9am and 5.30pm by appointment
- Be happy to visit you in your home during office hours by appointment
- Be polite and professional when dealing with your enquiries, respecting your confidentiality at all times
- Survey the whole portfolio annually to understand satisfaction, areas for improvement and offer our resident's opportunities to influence our service development
- Survey all residents after receiving a repair, moving in or closing an ASB case that they have reported
- Involve you in any decision to change the service we provide to you (known as a 'consultation')

- Offer advice and third party referrals where relevant to residents who reach out to us in need of help, for example with arrears, domestic violence, mental health, benefits applications etc.

3. Estates and communal services

We want your neighbourhood to be a safe, clean and exciting place to live. We will:

- Visit our Estates at least once per quarter to survey for repairs
- Maintain Estates and communal areas to a high standard
- Action communal repairs within the same timeframes as individual unit repairs (see below)
- Keep our Estates safe by removing and disposing of any items that pose a fire risk being left in communal areas without permission
- Offer events throughout the year and opportunities for community development and resident engagement
- We will carry out monthly safety checks in all our blocks and annual servicing of the safety equipment
- We will carry out cleaning a minimum of two weekly for all of our blocks

4. Repairs and maintenance

We want your home to be warm, safe, secure and comfortable to live in. We will:

- Prioritise repairs depending on how serious they are and take any vulnerabilities into consideration
- Attend emergency repairs to make safe within 2 hours and complete within 24 hours
- Complete urgent repairs within 3 working days
- Complete routine repairs within 12 working days
- Complete at least 80% of repairs on time
- Ask for feedback after every repair
- Be clear in our leases about which repairs we look after and which are the occupier's liability

- Offer you an appointment of your convenience at the time that you report the repair to us.
- Send a reminder message the day before the appointment and let you know when the contractor is on their way.
- Always aim to complete your repair 'right first time' but where this is not possible we will make an appointment for your follow on visit to resolve the issue
- Carry out yearly Gas Safety Certificate visits and 5 yearly electrical safety visits
- Check your smoke and CO alarms at the annual Gas Safety visit
- Please note that any timescales for defect repairs (within the 12 months since a properties completion) may differ from these as these are determined by the Service Standard of the housebuilder of your home, as we cannot instruct defect repairs ourselves.

5. Anti Social Behaviour

We want you to enjoy living in your neighbourhood. We will:

- Be in touch the same day you report high risk ASB incidents or the end of the next working day for all other ASB
- Be open and realistic about what we can do to manage the issue and how we can respect your confidentiality.
- Agree a plan of action with you and inform you where we think you should also make a report to the police or other services.
- Contact suspected offenders of ASB to inform them of the impact of their behaviour, our policy on Anti Social behaviour and the consequences if the behaviour is to continue.
- Work with other agencies where appropriate and use community enforcement measures where we have enough evidence.
- Let you know when we are closing your ASB case, explain our decision and invite you to review our handling of it.

6. Review

The Service Standards will be reviewed after a maximum of two years, or sooner subject to changes in relevant legislation or business operations.