

# Our Service Pledge to Leaseholders



Service standards for  
**you to measure us**



## Our service pledge to leaseholders



Riverside Home Ownership markets, sells and manages affordable homes. Our goal is to provide all our leaseholders with excellent customer service. As part of The Riverside Group Limited we are committed to putting customers at the heart of everything we do.

We set performance targets and establish customer service standards that staff work hard to meet and maintain. We aim to provide value for money and use your feedback to drive forward continuous improvement in our service. We welcome your involvement and our staff will always be helpful and do their best to answer your concerns.

To help you check we are doing what we say, we have produced this **Service Pledge to Leaseholders**. It sets out the key areas of service delivery that we organise on behalf of leaseholders. You can use this pledge to measure our performance and then let us know how we are doing, what we can do better and what we do well.

Riverside Home Ownership staff will organise the services that your lease assigns to us. They will treat all residents equally, with fairness, courtesy and respect. They will observe your confidentiality in line with data protection laws and respect your privacy. Our staff will identify themselves by wearing an official Riverside Identity Card at all times.

The lease to your property sets out the various services we organise on your behalf in return for you paying us a rent and/or service charge. The service charge includes a management fee element that covers the costs we incur working on your behalf. Services can range, for example, from maintaining gardens in communal areas to preparing accounts, from appointing contractors to clean windows to ensuring there is building insurance at your development. In short we manage your property in accordance with your lease and the terms set out within it.

We will liaise with you on all matters related to your lease and try to help you deal with any difficulties that may arise while you live at your property.

### Contacting us

You can contact us by a means that suits you.

However you choose to contact us either by speaking personally to a member of staff by telephone (24 hours a day, 365 days a year), e-mail or in writing, our staff will always:

- ⇒ be polite and courteous
- ⇒ give you their name



- ⇒ explain things clearly and avoid jargon
- ⇒ respect your privacy and handle all data in accordance with the Data Protection Act
- ⇒ make additional services available if required, such as hearing enhancements and translation services.

If you call us we will answer your call as quickly as possible – our target is within 45 seconds. At really busy times it may take a little longer, but we will get to you as soon as we can. If your enquiry cannot be resolved straight away we will ask someone to call you as soon as they can. We aim to return calls within 24 hours.

We will respond to your letters within five working days. If we need more time to reply we will write to you within two days, and send you a full response within no more than ten working days.

If you prefer to e-mail us, we will reply within 24 hours, but again if we cannot provide a full answer, we will tell you why and let you know when you can expect a full response.

## Annual billing

We will provide you with a statement of your rent and/or service charge account at least four times a year and forward a statement to you within 24 hours of receiving your personal request for one.



We will set a service charge budget obtaining the best value for money and will notify you of this at least 28 days before the year end, or in accordance with your lease.

We will arrange an annual budget meeting with each development, or arrange a drop in surgery service (dependent on the type of development) where all the information necessary to compile the new monthly service charge figure can be discussed.

We will also be available to answer any queries you have about the services you receive, your rent and/or service charge account, budget, year-end accounts or insurance. Queries can be made via letter, telephone, email or personal visits.

You will receive an audited set of accounts within six months of the annual year-end (as specified by your lease).

A wide range of 'payment options' will be provided including direct debits and online.

## Repairs to your home



For full information on repairing responsibilities and to clarify whether or not Riverside are responsible for repairs please refer to your lease or contact us.

When you report repairs, we will confirm if we are responsible for organising them on your behalf.

We will tell you who is coming to do the repair, the priority it has been given and when it is expected to be completed. Our repairs are prioritised as follows:

### **Repair Priorities**

#### **P0 – Health & Safety Repairs – we will normally attend with 2 hours.**

These repairs are required to avoid an immediate danger to personal safety and health or serious damage to a building.

#### **P1 - Emergency repairs - we will normally attend within 24 hours.**

These repairs are required where there is no immediate danger to personal safety and health but delays may lead to serious damage to a building.

#### **P2 - Urgent repairs - we will attend these repairs within 5 working days.**

These repairs are required to avoid substantial inconvenience to residents or ongoing deterioration to the building

#### **P3 - Routine repairs - we will attend within 15 working days.**

These repairs are required which would not cause major inconvenience during the target period.

We will decorate, maintain and improve your property on a cyclical basis (as specified in your lease) and consult you prior to carrying out any works. We will consult with you before any major work is carried out where you are expected to pay more than £250 towards the cost of the work.

**Please note repairs to new developments may be carried out by the builder as a defect. For more information on reporting defects call 0845 155 9029 or 0345 155 9029**

### **Providing services**

We will provide services as stated in your lease. We may provide additional services where requested, but these will be charged to you.

A representative from Riverside Homeownership will visit your scheme regularly to ensure that standards of services are being met and problems identified. A schedule of visits will be issued to all residents on a quarterly basis and/or will be advertised on notice boards in communal areas where applicable.

If our representative cannot keep to the scheduled visit we will provide an alternative date.



## Putting things right



We will always provide the best services we can. We have a complaints procedure and we would encourage you to use it if any of the standards in this pledge have not been met.

Any complaints we receive are investigated and a process for resolving them is followed. We will use your feedback to see if there is a particular area of our service that needs to be improved.

Without your feedback it is sometimes difficult for us to identify what is going wrong, so please let us know if we have not met your expectations. We aim to respond to all your complaints within 10 working days, and provide a full response within 20 working days.

Of course, it's nice to know when things have gone really well too. Let us know and we will make sure your comments and compliments are passed on to the individual or team concerned.

**For more information on our complaints process, please see the leaflet, 'Making a Comment or Complaint'**

## Getting involved

As part of our commitment to improving your homes and neighbourhoods, we will work in partnership with you and involve you in decision-making, so that your views really do influence the way we manage and maintain your home.

There are lots of ways for you to get involved and we are constantly developing, improving and promoting our resident involvement structure.

It's important that you are able to get involved in a way and at a level that you feel suits you best.

We have a Home Owner panel that is regularly consulted for its views on our services. If you wish to join our Home Owner panel please contact us at Riverside Home Ownership, and we will send you the relevant leaflet and form.



**For more information on resident involvement please refer to our 'Get Involved' leaflet.**

**Contact details**

**If you ever need to contact us,  
here is how to do it**

Phone: 0845 155 9029 or 0345 155 9029  
With inclusive call packages or mobile phones,  
it may be cheaper to call the 0345 number.

Email: [ownership@riverside.org.uk](mailto:ownership@riverside.org.uk)

Website: [www.riversidehomeownership.org.uk](http://www.riversidehomeownership.org.uk)

Address: Riverside Home Ownership  
Unit 12A, The Matchworks  
Speke Road  
Liverpool  
L19 2RF



If you require this pamphlet in another format e.g. large print or audio cassette or in another language, please telephone 0845 155 9029 or 0345 155 9029. We are happy and able to accept Typetalk calls.

अनुवाद लयी सानुं फोन करे।

اتصلوا بنا للحصول على الترجمة

অনুবাদের জন্য আমাদের টেলিফোন করুন।

Jeżeli potrzebujesz tłumaczenia, zadzwoń do nas

অনুবাদ মাটে অমনে ফোন কৰো

अनुवाद के लिए हमें फोन करें

برای ترجمه بما تلفن نمائید

Çeviri için bizi arayın

Ina soo wac sidii aan kuu turjimno

若需翻譯服務，請致電我們。