

Service Standards Consultation Results – March 2024

Service	Current Service Standard	Proposed Service Standard	Results of resident consultation
Emergency repairs such as uncontrollable leaks, electrical faults and heating and hot water breakdowns in the colder months.	24 hours to make safe.	No change.	389 responses. 83.03% (323) agreed to keep the existing standard. Many comments related to personal experience of the repairs service rather than the service standard itself. Some respondents thought that 24 hours was not fast enough. Many people thought priority should be given to those residents who are vulnerable.
Urgent repairs, such as heating and hot water breakdowns in the summer months, or slow leaks that can be contained.	10 calendar days.	10 working days to align with contractor working hours.	388 responses. 55.15% (214) did not agree to the change. Respondents felt that increasing this to 10 working days was too long to wait for an urgent repair, particularly those that could worsen over this period.
Routine repairs.	28 calendar days.	28 working days to align with contractor working hours.	391 responses. 64.45% (252) agreed to the change. Comments received were in relation to personal experience of the existing routine repairs service. Some respondents who did not agree with the change wanted to see an improved service responding faster than the existing service standard and to employ contractors who work across the weekends.
Replacements or home improvements that require specialist parts or manufacture, such as replacement entrance doors and windows.	28 calendar days.	Up to 90 working days to allow for the manufacture of replacement component parts.	384 responses. 55.73% (214) agreed to the change. Comments related to standardising the specification of doors and windows so that replacements could be undertaken more quickly. Residents wanted more regular updates and for work to be completed ahead of this timescale.
Returning a phone call when the person you wish to speak to is unavailable.	2 working days.	No change proposed.	388 responses. 83.25% (323) agreed to keep this as it is.

If you request a contact with a member of staff via MyHastoe.	2 working days if a telephone call is required. 5 working days if a full written response is required.	No change proposed.	389 responses. 85.6% (333) agreed to keep this as it is.
If you contact us to advise us you are experiencing issues with Domestic Abuse.	1 working day for your Housing Officer to contact you.	No change proposed.	376 responses. 94.15% (354) agreed to keep this as it is.
Decisions for requests disability adaptations to your home.	15 working days for a decision on whether or not the adaptation can go ahead.	No change proposed.	379 responses. 88.39% (335) agreed to keep this as it is. Comments received were more in relation to waiting for the adaptations to be undertaken (usually outside of Hastoe's control).
When you report high priority antisocial behaviour, such as actual physical violence, threats of violence or hate crime.	1 working day for a Housing Officer to contact you.	No change proposed.	380 responses. 92.63% (352) agreed to keep this as it is. Comments received included residents who would simply go straight to the Police in these circumstances, personal experience of ASB, and those requesting immediate response in line with Police response times.
When you report medium priority antisocial behaviour, such as ongoing noise nuisance or verbal abuse.	2 working days for a Housing Officer to contact you.	No change proposed.	385 responses. 91.43% (352) agreed to keep this as it is. Comments received about prioritising vulnerable residents, and personal experiences of ASB.
When you report low priority antisocial behaviour, such as fly tipping, dog fouling or an untidy garden.	5 working days for a Housing Officer to contact you.	No change proposed.	385 responses. 89.09% (343) agreed to keep this as it is. Comments were in relation to personal experience of ASB and grounds maintenance services.