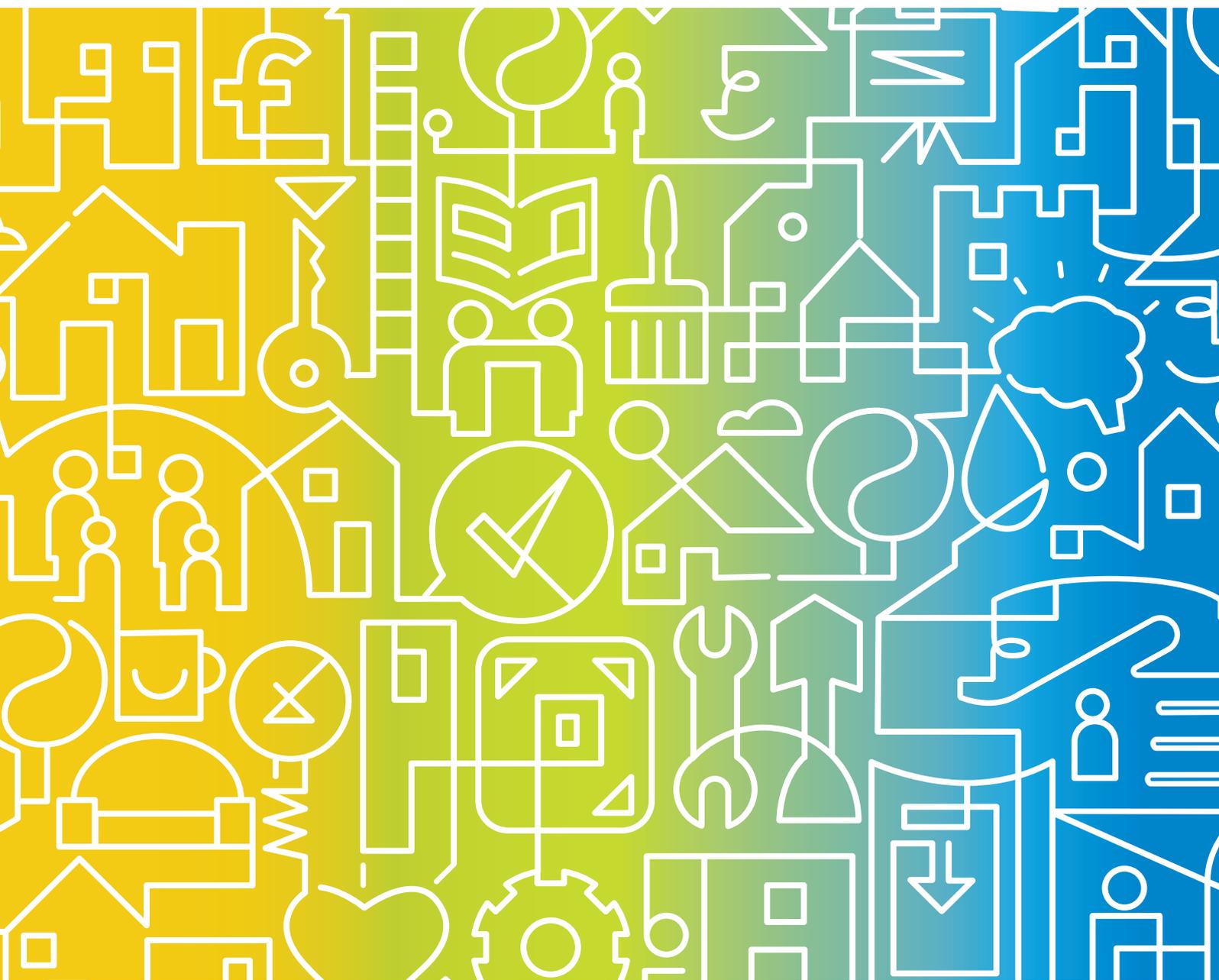


# Connect Commitments: Estate Services



**Connect**  
housing

# Introduction



**The Connect Commitments are our agreed service standards. The Regulator for Social Housing requires that we have 'local offers' for our residents.**

These commitments comprise our local offers (agreed with residents) that outline our promises in terms of the service you can expect to receive in eight areas.

The Commitments are created by our Service Improvement Forum (SIF), which is made up of Connect Residents Federation (CRF) members, residents, staff and Board members. The group meet four times a year and hold Connect accountable for the delivery of the commitments. They also produce our Annual Residents Report.

## How will you know if connect keeps these standards?

**If you live in a Connect property/ scheme and have had any of the following services from us, you will know if it meets the following standards or not.**

 **All standards that are marked with a gold star are measured and monitored.**

We will report performance against this standard every year to tenants.

In addition, a tenant group will look at the results in much more detail.

**If these standards are not met, you can:**



Let us know so we can put it right as soon as possible.



Make a formal complaint (see leaflet "How to Make a Complaint").



Make your concerns known to the Connect Residents Federation (CRF) committee. Where these concerns are not addressed satisfactorily, the CRF Chair will share the issues with the Chief Executive.

# Connect Commitments: Estate Services



- **We will give you an efficient service to keep the shared, communal areas around your home clean and tidy.**
- **We will give you clear details of the standards that you should expect.**
- **We will make sure that these services give the best value for the money that you pay.**

## How Will We Do This?

**We will let you know every March the details of what landlord services you receive and how much they will cost you every week.**

Not everyone has these services – you will only have them if they are in your tenancy agreement, because there are shared areas around your home.

You may also have a charge if you have asked for and agreed to an additional service.

Some of these services are:

-  Maintenance of shared gardens.
-  Cleaning of communal areas in flats.
-  Window cleaning if you live in a flat above the ground floor.
-  Maintenance of shared door entry systems.
-  Maintenance of lifts in blocks of flats.
-  Servicing of individual lifts and stair lifts.

In blocks of flats, we will have boards that describe the details of the services that the property receives.

We will place postage pre-paid "How are we doing?" postcards near the board so that you can easily give us comments on the services. Or, alternatively, feedback can be given via our website:

[www.connecthousing.org.uk](http://www.connecthousing.org.uk)



We will make sure that we get the best value for the money you pay. We will tell you about good deals and improvements we make.



Each year we will carry out a satisfaction survey of tenants who receive estate services. You can also provide feedback on the following channels:

 [estates@connecthousing.org.uk](mailto:estates@connecthousing.org.uk)

 /connecthousing

 @connecthousing



Tenant representatives will be involved in:

-  Checking the performance of contractors and asking them to explain any poor service that is found.
-  Going out to examine the quality of some services against the service standard that the contractor is paid for.
-  The recruitment of all new contractors.
-  Deciding the specific standards that the contractors are required to work to.

Please let us know if you are interested in inspecting work that has been done. You can volunteer to be a designated scheme representative. Connect staff will also check the quality of the services.

 0300 5000 600

 [hello@connecthousing.org.uk](mailto:hello@connecthousing.org.uk)

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