

Caredig

Service Standards

2025 - 2027



Introduction

At Caredig, we're committed to working alongside tenants, residents, and everyone who uses our services to ensure we deliver the highest standards of customer service. We want you to feel confident in the services you receive – and trust us to follow through on our promises. We know we don't always get it right, but your feedback helps us learn and improve.

The Caredig Reviewers are a group of tenants who inspect our services, challenge how we work, and make recommendations for improvement. They've played a key role in researching, designing and shaping our Service Standards, making sure we stay accountable to the people who matter most - tenants and residents.

Our Standards Reflect Our Vision and Values

The Service Standards are built around Caredig's Vision and Values, ensuring that everything we do is guided by:

The Vision

The Caredig Way

**Together we proudly create
great places to live and work**

The Values

Kind	Trusting
Innovative	Accountable

The Caredig Customer Service Commitment

We're committed to delivering excellent service across all areas of housing, care, and support. Here's what you can expect from our staff and representatives – as a minimum standard:

- **Respect** – We treat everyone with dignity and consideration.
- **Identification** – Staff and contractors will always show valid identification (ID).
- **Professionalism** – We act with honesty, courtesy, and efficiency. We will be transparent and honest about what we can and cannot do
- **Fairness** – We provide equal service to all customers.
- **Clarity** – We share information that's relevant and easy to understand.
- **Responsiveness** – We acknowledge all queries within 3 working days and aim to respond promptly.

Fair and Inclusive Services

We know that one size doesn't fit all. That's why we work to understand the diverse needs of our tenants and deliver person-centred services that put you first.

If our standard services don't meet your needs, for example, due to a disability, we'll make reasonable adjustments to ensure you're not disadvantaged.

Our goal is to make sure every tenant receives services that are fair, equal, and tailored to their circumstances.

The Customer Service Standards

Contacting Us

There are a range of ways you can contact us to access the services you need:

- Our services are available 9am-4:30pm Monday to Thursday and 9am-4pm on a Friday.
- For urgent, emergency issues, we offer a 24 hour out-of-hours emergency repairs service.
- We aim to resolve your enquiry at the first point of contact. If that's not possible, we'll pass it to the most appropriate team quickly.
- We are working to increase tenant satisfaction with service accessibility and reliability – aiming to grow from 77% to 87% by 2027
- Although we want to answer every call, this is not always possible so our aim is to answer 95% by Dec 26
- We are improving our services and communication to reduce unnecessary calls by 10% by April 2026.

Tenancy Management & Rent Support

We ensure we let our homes in a fair and transparent way, making sure we meet your housing and support needs.

Here's what you can expect from us:

- We'll provide all the important details about your new home, including your occupation contract (referred to as a tenancy agreement) before you sign.
- You'll be notified in advance of any changes to your rent or service charges, in line with your tenancy agreement.
- We offer a range of accessible ways to pay your rent, so you can choose what works best for you.
- We're here to support you through any changes to your tenancy,
- Support with rent payments is available, call us to speak with your Rent Housing Office if you have any concerns, we'll also contact you if rent arrears arise.
- We'll work with you to agree on an affordable repayment plan
- We will introduce you to services that can help you maintain your tenancy, both before and during your time with us.

Repairs & Maintenance

We're committed to delivering a reliable, efficient, and transparent repairs and maintenance service.

- You will find full details of what's included in our repairs service on the Caredig website. A paper copy of the repairs scope of service is available by calling 01792 460192 to request a copy.
- We aim to resolve 85% of repairs right first time, while recognising that some repairs may take longer to fix.
- We will keep 100% of repair appointments made by tenants – and if there's a delay, we'll let you know.
- We will consult with you as early as possible about any planned improvements or major works that may affect your home.
- We aim to book 95% of follow-on repairs before leaving the site, so you're not left waiting.
- As well as completing our normal repairs, we're working to reduce the number of outstanding and overdue repairs to under 100 jobs, ensuring quicker service for everyone.

Responding to reports of Anti-Social Behaviour

We take anti-social behaviour (ASB) seriously and are committed to keeping our communities safe and respectful.

- We will publish the full Anti-Social Behaviour & Community Safety Policy on the Caredig website
 - The Allocated Officer will respond to your report of ASB within 5 working days.
 - The Officer will discuss your concerns and confirm your preferred method of being contacted; whether that's text, WhatsApp, email, or phone.
 - We will update you on the ASB report every 7 calendar days, even if there is nothing to report.
 - Once the investigation is complete, you'll receive a written summary (by letter or email) outlining the actions taken and the outcome.
 - If you're unhappy with the outcome or how your report was handled, you can request a review of your case.
 - We aim to resolve 70% of ASB cases within 35 days, while recognising that some cases may take longer to reach a lasting solution.
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Tenant Involvement

We believe that tenants should have a say in the services that affect them, that's why we offer a variety of ways for you to get involved, share your views, and help shape what we do. Here are some of ways you can Get Involved:

- Have your say through regular surveys and feedback opportunities.
- Meet senior managers during our annual Estate Walkabouts and other site visits.
- Join or start a tenants' group – we'll offer advice and support to help you get going.
- Take part in community activities – we'll help organise events that bring people together.
- Earn rewards through our Tenant Incentive Scheme for those who get involved.

We also recognise the important role of carers, support workers, advocates, and personal representatives. Their views will be considered when we consult with you, ensuring your best interests are always at the heart of our decisions.

Services Complaints

We aim to provide excellent service, but we know that sometimes things go wrong. If you're unhappy with any part of our service, we want to hear from you so we can put things right quickly.

- We will publish the full Concerns & Complaints Policy on the Caredig website
- We'll acknowledge your complaint within 3 working days.
- An Investigating Officer will contact you within 5 working days to introduce themselves and discuss your concerns in detail.

Stage 1 – Quick Resolution

- Most complaints are resolved at Stage 1.
- We aim to respond within 10 working days.
- If your complaint isn't upheld, we'll explain why
- You'll receive regular updates and a written summary of the outcome, including our decision and the steps taken.

Stage 2 – If You're Not Satisfied or It's Complex

- If you're unhappy with the Stage 1 response, or if your complaint is more complex, it will move to Stage 2.
- We aim to complete the investigation within 20 working days.
- You'll receive regular updates and a written summary of the outcome, including our decision and the steps taken.

Care & Support Services

We will support you to live independently, safely, and with dignity. Whether you need occasional help or ongoing care, we're here to make sure you feel informed, respected, and involved.

What You Can Expect:

- You'll receive clear information about the support services available in your area when you move in.
- Where Caredig provides support, we'll let you know our minimum staffing arrangements and inform you of any changes in exceptional circumstances.
- If you receive domiciliary care, we'll provide a detailed Guide to Services to help you understand what's available.

Respecting Your Choices

- We respect the choices you make about your life and will always treat you with dignity and respect.
- We'll consult with you before making any changes to your home or the services you receive.
- You'll be involved in reviews of your care and support needs, and we'll provide you with a copy of your Care & Support Plan.
- We'll also consult you on any policies or procedures that affect your care and support.



What We Ask of You as Tenants and Residents

We're committed to providing safe, welcoming communities and excellent service. To help us do that, we ask that you:

- **Be respectful** – Treat our staff, your neighbours, and others in your community with kindness and consideration.
- **Keep your contact details up to date** – So we can respond quickly and accurately to your needs.
- **Report issues promptly** – Let us know as soon as you notice a problem with your home.
- **Flag safety concerns** – If you see something that could be unsafe, tell us straight away so we can fix it.
- **Reach out if you're struggling** – Whether it's rent or something else, we're here to help and support you.
- **Let us know when things go wrong** – So we can work with you to put them right.
- **Stick to your tenancy agreement** – It helps us maintain fair and consistent standards for everyone.

What to do if the Service Standards are not met

You can tell us your concerns in a variety of ways:

- Speak to any Caredig staff in person
- Phone us: On 01792 460192 and speak with the Housing Services Team
- Email us: info@caredig.co.uk
- Via the Caredig MyHome 24/7 App (tenants only)
- Use the digital form on our website at www.caredig.co.uk
- Write to us at: 43 Walter Road, Swansea SA1 5PN

Tracking progress and measuring success

The Head of Housing and Support will have overall responsibility for monitoring the delivery of the Services Standards.

A Customer Service Forum will be held quarterly and will be attended by representatives from each department and will report performance to the Tenant Hub directly. The performance will also be published in the annual tenant newsletter.

Measures of success will include the following:

- Meeting targets as set out in each service area
- Meeting targets for tenant satisfaction
- Increasing the number of tenants who:
 - Feel like we listen and act on their views (Survey of Tenants And Residents (commonly known as the STAR survey) & regular tenant surveys)
 - Feel like we provide opportunities for tenants to have their say about the way we do things (STAR & regular tenant survey)
 - Feel like we are open and honest (STAR & regular tenant survey)

Help Us Improve Our Services

If you feel our services aren't meeting the standards, you expect – or if you have ideas for how we can do better – we want to hear from you. Share your suggestions or make a complaint:

-  **Email:** info@caredig.co.uk
-  **Phone:** 01792 460192
-  **Write to us:** Caredig, 43 Walter Road, Swansea SA1 5PN

**Empowering People
Creating Homes
Thriving Communities**

Caredig

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