




**Trivallis.**

**Service standards**



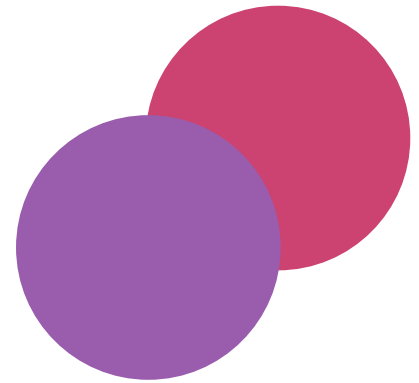
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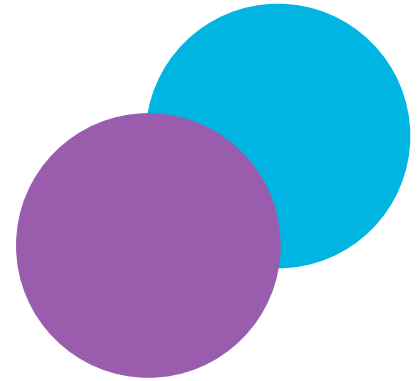
If you'd prefer a copy of our service standards in a different format or large print, please call us on 03000 030 888

# Communicating with you



- Information on what you can expect from us will be communicated clearly to you. We'll make sure all information is easy to understand.
- We'll make every effort to provide access to services and information in a way that meets your needs.
- We'll measure and report on how well we meet these standards and how satisfied you are with our services.
- We will make sure these standards are available at <https://trivallis.co.uk> or by visiting our office at Ty Pennant, Mill Street, Pontypridd, CF37 2SW
- We'll make sure that our offices are accessible to all.
- We'll make sure reception areas are clean and tidy and have toys available for small children.
- Where possible, an accessible toilet will be available on request.
- We'll always wear identification cards and introduce ourselves by name.
- We'll always see you within ten minutes.
- You'll be able to make an appointment to speak to staff in private and have a choice of a female or male member of staff.
- If you want to see someone in person at your home, we'll arrange for a home visit within ten working days (or, if it is urgent, within one working day).
- You'll see clear and up-to-date information on our performance on our website.
- We'll provide a free telephone for you to access other public services from our office. We'll also provide a public computer for you to access information on our website and a range of other public service websites.

# Communicating with you



## When you contact us in writing

- We'll aim to acknowledge all correspondence within two working days.
- We'll then aim to provide a full reply within ten working days.
- We'll try to make sure that all responses are written in plain language.

## When you call us

- We'll always give you our name when we answer the telephone.
- We'll always aim to answer 95 per cent of telephone calls (including those made to our out-of-hours emergency repairs line) and will strive to make sure all calls to our customer contact centre are answered within 90 seconds.
- We'll give you the option to receive a call back (without you losing your place in the queue).
- We'll ensure a staff member helps you with your enquiry or will arrange for a call back from a specialist officer within 48 hours.



# How to contact us

## **Online:**

Sign in to your My Trivallis online account at <https://Trivallis.co.uk>

## **By phone:**

Phone: 03000 030 888

Text: 07827 895 936

Calls are answered 8.30am – 5.00pm, Monday to Friday

## **In writing:**

Email: [customerservices@trivallis.co.uk](mailto:customerservices@trivallis.co.uk)

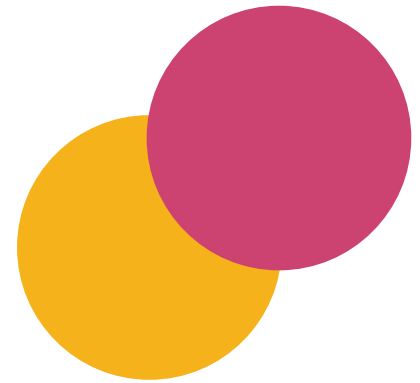
Post: Trivallis, Ty Pennant, Mill Street, Pontypridd, CF37 2SW

## **In person:**

Trivallis, Ty Pennant, Mill Street, Pontypridd, CF37 2SW

Our office is open 8.30am – 3.00pm, Monday to Friday

# Dealing with complaints



We know that things sometimes go wrong. When they do, we want to make it easy for you to make a complaint and to be satisfied with the way it is dealt with.

- We'll acknowledge your complaint within two working days of becoming aware of it and will let you know who is dealing with your complaint.
- We'll contact you to ensure we fully understand your complaint.
- We'll give a written response to most complaints within ten working days. If this isn't possible, we will keep you informed of our progress and will confirm in writing when we'll give you a full response.
- We'll try to make sure all responses are written in plain language.
- We'll apologise if we've got things wrong and tell you how we'll put things right including offering compensation if this is appropriate.
- We'll measure and report on how satisfied people are with our approach to dealing with complaints and the changes that have been made to services following complaints.

If you're unhappy with the outcome of your complaint you can ask for a review by a senior member of staff. If all attempts to resolve the complaint using our complaints procedure have failed, you can contact:

The Public Services Ombudsman for Wales 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ.  
Tel: 0300 7900203  
Online: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)



# How to complain

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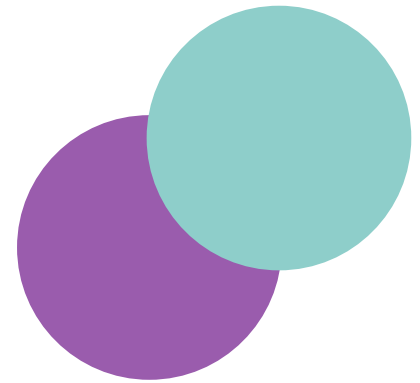
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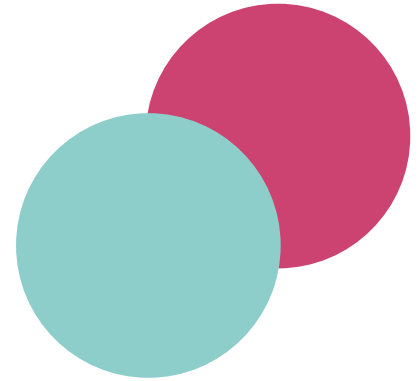
# Estate management



- We'll inspect your neighbourhood including footpaths, walkways and steps regularly to make sure they're kept clean and in good condition.
- We'll strive to keep all areas free of litter and rubbish. We'll remove bulky rubbish found on land owned by Trivallis within five working days (or any hazardous material within 24 hours) of becoming aware of the problem.
- We'll remove offensive graffiti within 24 hours and all other graffiti within ten working days of becoming aware of the problem.
- We'll secure abandoned properties which are unsafe within 24 hours of notification.
- We'll work closely with partners such as the local council to address issues such as rubbish on council-owned land, dog fouling, pest control or abandoned vehicles. We'll refer all complaints received to the appropriate organisation within 24 hours.
- We'll grade our estates and carry out one estate re-grading per year to ensure our estates are improving
- We aim to ensure at least 80 per cent of tenants are satisfied with the overall appearance of their neighbourhood.
- We will ensure internal and external communal areas in flatted accommodation are cleaned once a week.



# Anti-social behaviour



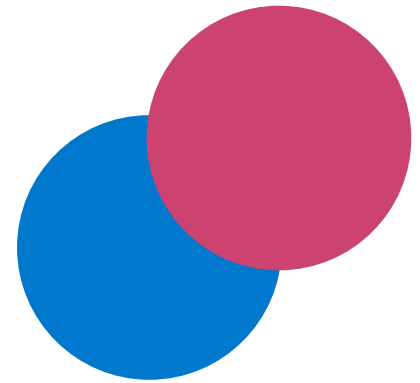
## Our promises to you

- A member of the team will always contact you if you make a complaint about anti-social behaviour. We will assess all cases to determine the speed of our response.
- For serious cases, such as crime or physical violence, we'll contact you and agree an action plan within 1 working day of becoming aware of the issue. For other less serious issues cases we'll contact you within 10 or 14 working days.
- We'll keep you informed of progress on an agreed basis and will confirm in writing if we plan to close your case.
- We'll keep any information we've collected for a reasonable period in case it is reopened.
- We'll ensure at least 75 per cent of tenants are satisfied with the way their anti-social behaviour complaint was dealt with.

## Domestic abuse

- We'll always treat domestic abuse cases with priority and sensitivity. We'll respond to anyone who has been a victim of domestic abuse immediately.
- We'll ensure meetings are private and give you the choice to deal with a female or male member of staff.
- We'll work with partner agencies to help you remain in your own home. We'll agree an action plan with you within 24 hours including, where necessary, an appropriate referral.

# Letting standards



## Electric, gas, heating and plumbing

### Electric checks

Wiring, consumer unit or fuse-board, sockets, switches, and light fittings will be in working order.

All electrical fittings will be tested to comply with the current safety regulations (niceic). A safety test certificate will be provided to you.

### Gas checks

Boiler, radiators, thermostat, and timer will be in working order.

The gas system will be tested before you move in. Safety certificates will be provided to you. Our gas safe registered gas and central heating maintenance engineer will show you how to use the boiler and central heating system.

### Heating

Your home has an adequate and safe form of heating.

Most of our properties have gas central heating. Solid fuel systems, electrical heating systems and other systems will all be tested when you move in.

### Plumbing and water system

Plumbing and water system will be tested to ensure it is in working order and free of leaks. Cold drinking water from the mains is supplied to kitchen sink. Taps and stopcocks will turn freely.

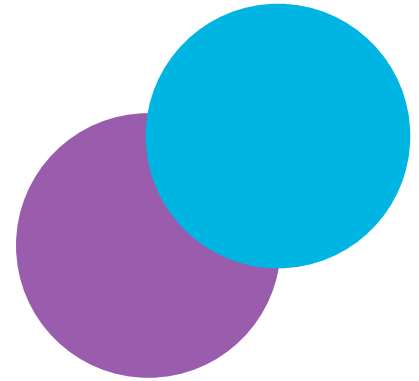
These systems include all tanks, cylinders, pipe-work, taps, stop valves, drainage, baths, showers, replacement of shower head and hose, basins, sinks, toilet and cisterns.

### Electricity and gas supply

Once you have received the keys to the property and the tenancy agreement, you will need to contact an electricity and gas supplier to arrange a supply in your name.

External meter boxes will be free from major damage and lockable.

# Letting standards



## Floors and stairs

### Vinyl flooring

This will be intact, secure, level, and free of trip or slip hazards.

Clean, undamaged, washable vinyl flooring or similar is provided in the kitchen, bathroom, and wc with a watertight mastic seal to all edges. We do not provide floor covering to other rooms.

### Floors and skirting boards

These will be clean, secure, and free of rot and trip hazards. Carpets and carpet grippers left by the previous tenant will be removed.

### Stairs

Handrails, steps and vertical posts or spindles will be securely fitted.

Internal doors and windows

## Internal doors and windows

### Internal doors

Doors will be clean, secure, and easy to open and close, with hinges and catches secure.

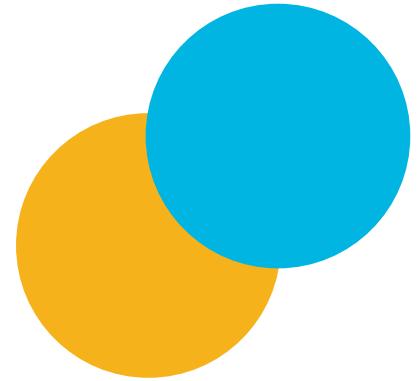
The bathroom and wc doors will be fitted with a suitable lock that can be used from the inside.

### Windows

The glazing will be intact and secure and windows will be easy to open and close.

We will only provide security locks to windows on the ground floor. The fitting of extra security locks is your responsibility.

# Letting standards



## Kitchen

### Kitchen units

These will be clean, sound, and usable. All drawers and doors will open and close without catching.

The number of kitchen units will depend on the size and layout of the kitchen.

### Work top

This will be clean and sealed where work top meets the wall, and around sink.

### Sink

This will be clean, free of rust and stains. The plug and chain will be securely fitted.

### Taps

These will be clean, easy to operate, marked hot and cold, and drip-free.

### Stopcocks

These will be accessible and easy to open and close. We will make sure you know where to find the stopcock in your home.

### Tiling

Tiles will be clean and not loose or cracked. We will make sure there are tiles on the walls above the work surface and sink.

### Cooker points

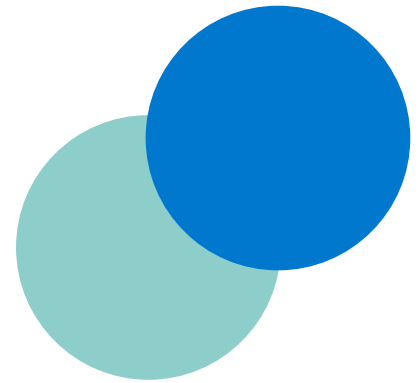
Gas - clean and capped off. Contact us to arrange for a bayonet fitting to be ready for cooker to be put in.

Electric - power point supplied and clean, ready for cooker to be put in.

### Washing machines

Hot and cold valves will be clean and easy to open and close. Valves will be drip-free, marked hot and cold and waste pipes secure and drip-free. Where there is enough room, we will leave a 600mm space with a cold and hot water supply and waste pipe ready for washing machine to be fitted.

# Letting standards



## Bathroom

### Bath

This will be clean, sealed where bath edges meet the tiling, secure and free from major chips.

The plug and chain as well as the bath panel will be secure and clean.

### Toilet pan/seat/cistern

These will be secure, clean, and easy to flush. A new toilet seat will be fitted in all properties prior to being let.

### Wash hand basin

These will be secure and clean. The plug and chain will be secure.

### Taps

These will be secure, clean, easy to operate, drip free and marked hot and cold.

### Tiling

These will be clean, intact, and not loose or cracked with water tight mastic seal.

We will make sure there are two rows of tiles above the wash hand basin and three rows of tiles above the bath.

### Shower

Where fitted, the shower will be in working order with operational riser rail, shower curtain and rail and clean shower head.

## Walls and ceilings

### Walls and ceilings

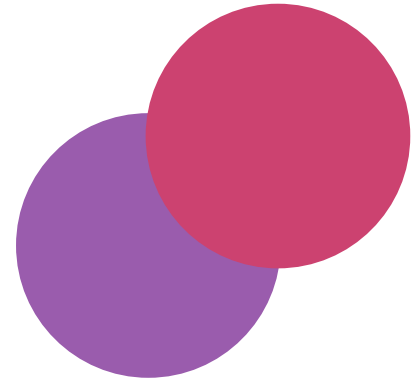
These will be sound, free from damp, graffiti, large cracks, loose plaster, bulges, and holes.

We will make every effort to find areas of defective or loose plaster.

### Decorations

Any room which is in a very poor state of decoration due to graffiti, areas of new plaster or mould growth for example, will be redecorated before you move in.

# Letting standards



## Health and safety

### Asbestos

To comply with current regulations, we will check the property for asbestos and ensure that it is either removed or left in a safe condition.

If you are concerned about asbestos, please contact us immediately.

### Smoke detectors

These will be clean, secure, and tested.

We will provide two smoke detectors in a house: one in the hall and one in the landing. In a flat, we will provide one smoke detector in the hall/lobby. The smoke detectors will be wired into the electrical installation and will also be fitted with a battery back up. It is your responsibility to replace the battery.

### Carbon monoxide detectors

We will provide carbon monoxide detectors in all properties with gas or solid fuel central heating.

### Adaptations

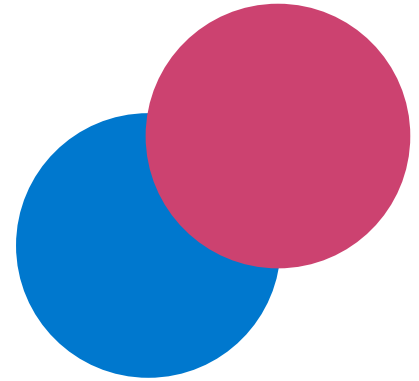
For people with disabilities, adaptations include shower rooms, stair lifts and ramps.

Adaptations will be clean, secure, and working.

### Fire safety

Your property is fitted with a smoke detector system as mentioned above. Properties with enclosed communal areas shared with other properties have a current fire risk assessment and are maintained to comply with the regulatory reform (fire safety) order 2005.

# Letting standards

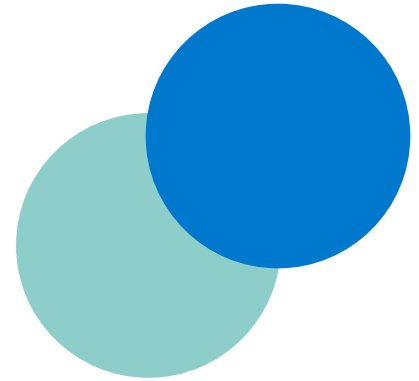


## Cleanliness

We will:

- Sweep all floors.
- Mop clean all floors if tiled or covered in a washable surface.
- Degrease, wash, and disinfect kitchen units internally and externally including drawers and worktops.
- Wash down doors, cupboards, and clean electrical outlets.
- Degrease and wash down all tiled areas.
- Clean all internal windows and glazing.
- Remove all items such as drawing pins and sticky tape from walls.
- Clean and de-scale wash hand basins, baths, and toilets as required.
- Make sure that any new sanitary ware or kitchen units are free of packaging.
- Clean all radiators.
- Clean front door; wipe down frames inside and out. Clean threshold of the doors ensuring no rubbish left within them.
- Leave air fresheners in kitchen, toilet, and bathroom.

# Letting standards



## Outside your home

### Roof

This will be safe, secure, free of leaks, wind and watertight.

### Brickwork, pointing and render

These will be clear of graffiti, no major cracks, and wind and watertight.

### Drains, gutters, down pipes and overflows

These will be safe and secure, free from blockages, weed growth and leaks.

### Doors

These will be secure, open, and close freely, wind and watertight, locks in good working order.

We will ensure that the locks are changed and that you are provided with two full sets of keys including fobs for any appropriate external door. Front and rear entrance doors will be fitted with 5 lever mortice locks or multipoint locking.

### Gardens (front and rear)

These will be cleared of rubbish. If badly overgrown, grass and vegetation will be cut back to a manageable level.

After you move in, the garden is your responsibility.

### Garages, sheds and outbuildings

These will be cleared of rubbish, safe, lockable, secure, wind and weather tight.

### Patios and pathways to the front and back doors

Pathways even and free of trip hazards.

### Fences, walls, and gates

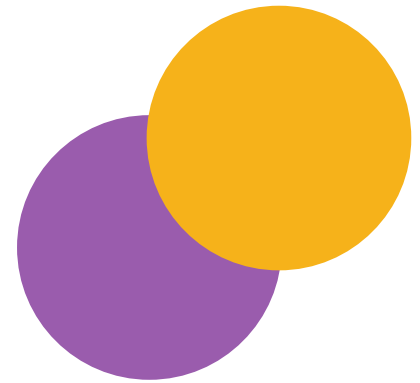
Intact, free of graffiti and major defects. Gates have working catches or locks.

### Air vents

These will be sound, clean, and free of blockages.



# Repairs and maintenance



- We'll make sure repairs are carried out within the following target times:
  - Emergency repairs (where there is a serious risk to you or your home): within 24 hours;
  - Urgent but non-emergency repairs: within 7 working days;
  - Routine repairs: within 20 working days;
  - Large replacement works (e.g. fitting a new roof): within 6-12 months.
  - Some non-urgent work (e.g. replacing fences and gates) may need to be batched together with similar work at other properties before it is started. In these cases, we will inform you of the time scales.
- We'll offer you the choice of a morning or afternoon appointment for all non-emergency repairs and we'll make every effort to arrange an appointment to meet any needs you have.
- We'll ensure we keep at least 98 per cent of appointments. If we don't keep our appointment, and don't let you know within an hour before the appointment, you'll automatically receive £5 compensation.
- Where possible we'll send you a text message the day before we visit to remind you of your appointment.
- If we have to inspect your home to identify what work needs to be done, we'll arrange this within five working days.
- We'll strive to complete 94 per cent of repairs in one visit.
- Our contractors will always wear name badges and will introduce themselves by name.
- We'll always leave your home clean and tidy after the works and aim to remove all waste material within 24 hours.
- We aim to achieve 94 per cent customer satisfaction with our repair service.

Under the terms of your occupation agreement with Trivallis, we'll carry out most repairs to your home, but some repairs will be your responsibility.

We'll always tell you if you're responsible for the repair. We'll explain how you can get the repair done yourself or how you can pay Trivallis to carry out the work for you.



# How to request a repair

## **My Trivallis:**

Sign in to your My Trivallis account at <https://Trivallis.co.uk>

## **Customer support:**

Phone: 03000 030 888

Email: [customerservices@trivallis.co.uk](mailto:customerservices@trivallis.co.uk)

Text: 07827 895 936

Calls are answered 8.30am – 5.00pm, Monday to Friday

## **In person:**

Visit Trivallis, Ty Pennant, Mill Street, Pontypridd, CF37 2SW

Our office is open 8.30am – 3.00pm, Monday to Friday

## **Out-of-hours emergency repairs:**

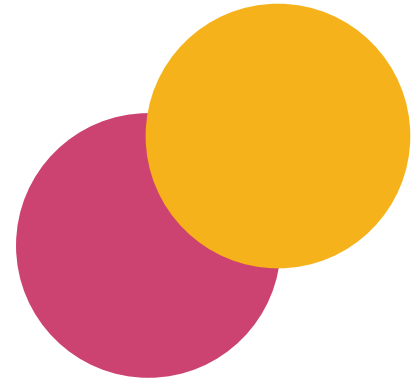
Web:

<https://deltawellbeing.org.uk/delta-connect/out-of-hours-emergency/>

Phone: 03000 030 888

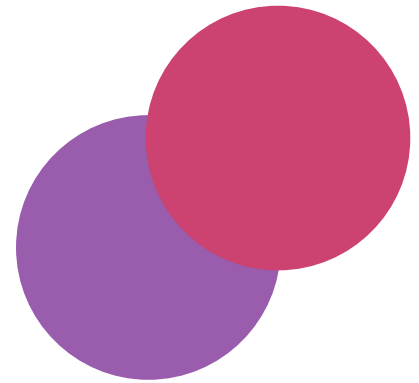
**Note:** if the call is not an emergency, then you may be charged for the cost of the call out.

# Planned maintenance



- We'll let you know how our Planned Maintenance Programme (PMP) is progressing and when we plan to carry out planned maintenance in your area. We'll do this through <https://Trivallis.co.uk> and via email.
- Before any works start, we'll visit you to explain the process and the choices you can make and to make sure your needs are taken into account.
- At least 21 days before any works start, we'll confirm in writing:
  - What the works will include;
  - The choices you have made;
  - The timetable for the works (including the start date).
- Our contractors will follow our code of conduct – they'll always wear name badges and will introduce themselves by name.
- We'll always leave your home clean and tidy after the works and aim to remove all waste material within 24 hours.
- We'll inspect all completed works and will ensure any defects are rectified by our contractors.
- We'll ensure that at least 94 per cent of customers are satisfied with the quality of works.
- Trivallis has a maintenance programme which aims to ensure all properties are kept to a good standard.

# Moving home



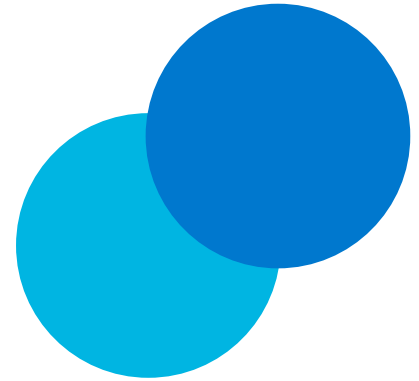
## Our promises to you

- In all our offices we'll provide a computer to access information on <https://Trivallis.co.uk> and allow you to express an interest online in homes that are available for rent.
- We'll help you to make a housing application and provide you with information that enables you to make the right choice for you.

## Making a housing application

- Applications to join the Common Housing Register can be made in person at the Housing Advice Centre, by calling 01443 495188, or going online to [www.rctcbc.gov.uk](http://www.rctcbc.gov.uk).
- Applicants who join the Common Housing Register can register with [www.Homefinderrct.org.uk](http://www.Homefinderrct.org.uk) to 'bid' for homes on a weekly cycle. Trivallis will advertise homes available for rent through this website. Priority for housing is based on an assessment of housing need. The more flexible you are with your area of choice, the more likely your bids will be successful. Making a bid doesn't guarantee an offer of accommodation.
- The bidding cycle begins every Thursday morning.
- We provide all new tenants advice about paying rent and making a Housing Benefit claim.
- We'll provide a welcome pack to all new tenants, explaining the level of service and support you can expect from us.
- We'll arrange a welcome visit in your new home within the first eight weeks of you moving in to discuss how your tenancy is progressing and answer any questions you may have.
- We'll ensure that at least 91 per cent of tenants are satisfied with the way we deal with rehousing or swapping their home ('mutual exchanges').

# Paying your rent



- We'll provide you with clear information on how much rent and service charges you have to pay each week.
- We'll let you know quickly if you fall behind with your rent and we'll maintain personal contact to help and support you in clearing your debt as quickly as possible.
- We'll help you to complete a Housing Benefit claim form and will provide you with free debt and benefits advice.
- We'll send you a rent statement every three months giving details of the rent due and all payments made to your rent account. You can check your rent balance on your My Trivallis online account.
- On request, we'll provide you with a copy of your rent account, or a breakdown of your rent and service charges, within five working days.
- We'll make sure that all payments are credited to your rent account within one working day.
- We'll give you at least 28 days' notice of any changes to rent and service charges.
- If you tell us that you've lost your rent payment card, we'll send you a new one within five working days.
- On request, we'll refund any rent overpayment within 15 working days.
- We'll make sure that at least 85 per cent of tenants are satisfied with the way we deal with the rent payment process.



# How to pay your rent

## **Online:**

Pay your rent and check your rent balance through your online My Trivallis account.

## **Direct Debit:**

Set up automatic rent payments from your bank account for worry-free transactions. It's easy, convenient, and free to set up.

## **AllPay Online:**

Pay your rent online at <https://pay.allpay.net/rct> using your payment reference number from your rent payment card. You can also use the AllPay app on your mobile device or tablet for convenient online payments or call 0330 041 6497 to make a payment over the phone 24/7.

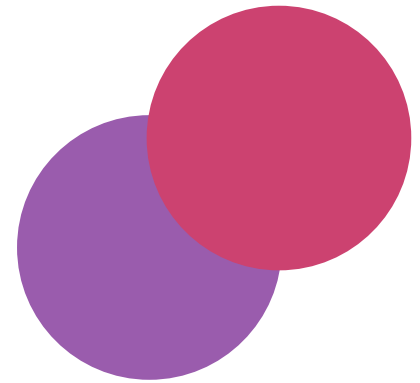
## **Post Office:**

Use a Trivallis payment card to pay rent at any Post Office branch; find your local branch at [Branch Finder | Post Office](#)

## **PayPoint:**

You can use your Trivallis payment card at any shop displaying the PayPoint logo.

# Comments, compliments and complaints



We want to hear your comments, compliments, and complaints.

- At Trivallis, we're determined to make sure that we constantly improve the services we provide to customers. But we want you to help us. We need you to give us your honest opinion.

## Complaints

- If you're unhappy about the standard of our work or the way we've treated you, we need you to tell us. Not only will this help us to deal with any problem we may have caused you, but it will also enable us to make improvements to the services we provide to you, your neighbours and other customers in future.

## Compliments

- If we have done a good job or a member of staff has been particularly helpful, please let us know. It will enable us to identify the most helpful things we do so that all our staff can learn the best ways to deliver our services.

## Comments

- Do you have any suggestions that would improve the services we offer to you? If so, please let us know.
- Don't worry if you think it is only a minor issue – we still want to hear from you. Sometimes a small comment or complaint can lead to a big improvement in the way we do things.

## In detail

- Whichever way you choose to contact us, please try and give us as much information as you can. Try to explain exactly what happened. If you can remember it, include the name of the member of Trivallis' staff you dealt with. Try and give us exact dates and places.
- We would like to give you a full response to your comments, so please don't forget to give us details of how we can contact you.



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