

Our Service Request Standards

A simple guide to when you can expect to hear from us.



These standards have been drafted with our Resident Group and explain how quickly we aim to respond when you contact us about different services.

What do the times mean?

Working days are Monday to Friday, excluding weekends and bank holidays when our offices are closed. Hours means the Society's normal working hours, calculated from the time we receive your request and excluding any periods when our offices are closed. A calendar month means a period of one month beginning on the date we receive your request.

How to use this leaflet

Find the type of request you want to make, then check the response time next to it. A response may be an acknowledgement, an update, an appointment, or a decision, depending on the type of request.

Contacting Us	We will respond within
Telephone request to call back, where you have called the main office line	24 hours
Email to our main office email address	Immediate automated response
WhatsApp message	24 hours
My Account message, including a repair request	24 hours
Facebook Messenger message	24 hours
Letter acknowledgement	5 working days
Request for an appointment at your home	7 working days
Request for an appointment in the office	5 working days
Rent and Payment Requests	We will respond within
Rent statement request by post	Send it within 24 hours
Rent refund request	Next payment run
Rent payment card request	24 hours
Direct Debit set up	24 hours
Help with rent account or payment issues	24 hours
Anti-social Behaviour, Welfare and Community Support	We will respond within
Safeguarding concerns	Same day
Welfare concerns	24 hours
Low level anti-social behaviour report	5 working days
Medium level anti-social behaviour report	3 working days
High level anti-social behaviour report, including hate crime	24 hours
Noise report	5 working days
Give Something Back request, urgent	Same day
Give Something Back request, non-urgent	5 working days

Tenancy, Applications & Permissions	We will respond within
Housing application assessment	5 working days
Landlord reference request	5 /7 working days (Social/Private LL)
Pet permission request	10 working days
Termination form acknowledgement	24 hours
New household member request	5 working days
Third party or Power of Attorney consent request	5 working days
Mutual exchange request acknowledgement	3 working days
Mutual exchange request decision	42 days
Variation of tenancy request	10 working days
Tenant private works acknowledgement	5 working days
Tenant private works final decision	6 weeks
Repairs, Hazards and Property Team Requests	We will respond within
Emergency repair where there is a serious risk	4 hours
Urgent repair	5 working days
Routine repair	20 working days
Awaab's Law hazards, including damp and mould	Same day assessment
General request for Property Team attendance at your home	7 working days
Bulky waste removal, paid service	7 working days
Fly tipping where there is a health and safety risk	24 hours
Reports of bodily fluids in communal internal areas	Same day
Blocked chutes in high-rise blocks	Same day
Offensive graffiti report	4 hours
Non-offensive graffiti report	7 working days
Lift not working in a high-rise block	Same day
Complaints and Information Requests	We will respond within
Complaint acknowledgement	5 working days
Complaint Stage 1 response	10 working days
Complaint Stage 2 response	20 working days
Subject Access Request	1 calendar month

Need to report something?

Please contact the Society using your usual contact method. If there is an immediate danger or a crime is taking place, contact the emergency services first.

Thank you for helping us improve services and keep our standards clear.