

The background is a photograph of a multi-story brick residential building with several windows and satellite dishes. A large graphic overlay is centered on the image, consisting of a white house-shaped outline. Inside the house shape, there is a white circle containing the word 'ongo' in white lowercase letters. A thick teal line runs diagonally from the top right corner of the house shape down to the bottom right corner. In the bottom left corner of the house shape, the words 'Service' and 'STANDARDS' are written in white, with 'Service' in a script font and 'STANDARDS' in a bold sans-serif font.

ongo

*Service*  
**STANDARDS**





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# SAFETY

*and quality*

**Ongo will have an accurate, up to date and evidenced understanding of the condition of homes that reliably informs the provision of good quality, well maintained and safe homes for our tenants.**

- All homes will be surveyed once every five years
- We will use the information we collect to inform our investment programme, to deliver repairs, maintenance and planned improvements to homes, which will comply with the Decent Homes Standard and all relevant health, safety and other legal requirements
- We will use this information to help us allocate specifically adapted or designed properties to those that need them

**Ongo will take all reasonable steps to ensure the health and safety of tenants and customers in their homes and associated communal areas.**

- We will complete all required risk assessments and health & safety checks and act upon all findings within the required timescales. This will include, fire safety, water safety, electrical, gas, asbestos and lifts and all other appropriate health and safety checks and assessments
- We will ensure the health and safety of our tenants and customers in their homes and communal areas by carrying out all required compliance checks and assessments
- We will consult with tenants and customers on all matters relating to building safety



## **Ongo will provide an effective, efficient and timely repairs, maintenance and planned improvements service for homes and communal areas.**

- We will enable our tenants and customers to report all repairs and maintenance issues through a variety of channels that suit their needs, including digital options, over the phone or in person
- We will publish a Maintenance Policy, which will set out clear and accessible timescales. We will publish this on our website and communicate the timescales to our tenants and customers when repairs are reported
- We will communicate with our tenants and customers and keep them informed of progress at every stage of their repair
- Tenants and customers will be informed of any planned works / improvements to their home or communal area at least 21 days prior to the start date of the works
- We will inspect, clean and maintain all communal areas on a regular cycle

## **Ongo will assist tenants and customers seeking housing adaptations to access appropriate services.**

- We will work closely with the relevant agencies to deliver adaptations for tenants and customers and will provide accessible information, support and signposting
- We will publish our Aids & Adaptations Policy that clearly sets out how tenants and customers will be assisted with aids and adaptations to their homes

A photograph of two men in a professional setting, possibly a meeting. The man on the left is seen in profile, wearing a dark sweater and glasses. The man on the right is an older man with glasses and a blue sweater, looking towards the first man. The image is overlaid with a semi-transparent dark grey filter. Two thick, rounded diagonal lines are present: a white one on the left and a pink one on the right. The text 'TRANSPARENCY, influence and ACCOUNTABILITY' is positioned in the lower-left area, with 'influence and' in pink script and the other words in white bold sans-serif. The page number '6' is in the bottom right corner.

# TRANSPARENCY, *influence and* ACCOUNTABILITY

## **Ongo will take tenants' and customers views into account when making decisions about how services are delivered**

- We will listen to what our tenants and customers tell us and act on their views where appropriate
- We will provide a wide range of opportunities for tenants and customers to share their views and scrutinise our service delivery and performance
- We will provide information and support to meet the diverse needs of our tenants and customers so that they can effectively challenge our performance
- We will share examples of where tenant feedback has influenced improvements to services and service delivery on our website, in our tenant publications and, where relevant, individually direct to tenants and customers

## **Ongo will communicate with tenants and customers and provide information so they can understand what to expect and can hold Ongo to account.**

- We will publish all information relating to our services on our website, which is regularly updated. This includes health and safety information, tenancy information and information relating to repairs and maintenance
- We will aim to resolve your enquiry at the first point of contact wherever possible
- We will have up to date policies in place that tenants and customers can access via our website or by contacting us directly
- We will ensure rent and service charge information is accessible to all tenants and customers through our tenant portal or written communication



**Ongo will publish its key performance data and information to support effective scrutiny by tenants and customers to allow them to hold Ongo to account.**

- We will keep our website updated with our monthly performance information
- We will provide tailored performance information to each of the specific tenant involvement structures, e.g. repairs information to the tenant's Property Services Panel
- We will publish an annual report that details the previous year's performance

**Ongo will provide an accessible complaints service to ensure complaints are addressed fairly, effectively, and promptly.**

- We will ensure complaints are handled in a consistent, fair and timely way by our dedicated team at Ongo
- We will comply with the Housing Ombudsman's Complaint Handling Code
- We will provide a dedicated complaints page on our website that provides tenants and customers with information relating to complaints and how to make them, complaint handling and performance
- We will make sure tenants and customers know how to complain about any of our services and how we will work with them and / or those supporting them to resolve the issues they are experiencing
- We will support our tenant Complaints Panel to scrutinise complaint handling and service delivery and make recommendations for improvements





# NEIGHBOURHOOD *and community*



**Ongo will work cooperatively with tenants, customers, and other agencies to encourage social, environmental and economic wellbeing within the communities where they provide homes.**

- We will continue to build and maintain excellent relationships with other agencies to allow us to work together on delivering projects to benefit our tenants and communities
- We will ensure all reports of hate incidents are responded to within 24 hours
- We will publish clear Antisocial Behaviour (ASB) and Neighbourhood Management Policies which set out what is considered to be ASB and what is not. These policies set out how we will work with other agencies to tackle ASB and manage other neighbourhood issues that do not meet the ASB threshold in our homes and communities
- We will signpost and provide appropriate information and support in relation to domestic abuse



# TENANCY



## **Ongo will allocate and let homes in a fair and transparent way, taking into account the needs of tenants and customers.**

- We will sign up to all relevant choice-based lettings systems, for example HomeChoiceLincs, and will work with local authorities to support them fulfilling their statutory duties in relation to housing
- We will deliver our allocations and lettings service in line with our published Lettings Policy, which sets out how Ongo will allocate and let properties
- We will let our homes based on tenant need, whilst considering the diversity of our tenants and customers and their needs

## **Ongo will support relevant tenants to mutually exchange their homes.**

- We will publish a Mutual Exchange Policy that sets out how we will support tenants to mutually exchange their properties where eligible
- We will provide tenants with the support they need to access mutual exchange services, including giving our tenants access to free mutual exchange online services
- We will provide tenants with the information they need to make decisions in relation to mutual exchange – e.g. in relation to rent and any other charges and tenure

## **Ongo will support tenants to sustain their tenancy.**

- We will provide support through our own internal services in relation to finance, employment and wellbeing along with support in relation to tenancy management. We will also signpost to external agencies where appropriate to help tenants maintain their tenancies
- Where we end a tenancy, we will provide advice and guidance to affected tenants to apply for housing or signpost them to appropriate support and advice services