



# LOCAL STANDARDS

Our promises to you

**DARTFORD**  
BOROUGH COUNCIL

# Local Standards.

## Our promises to you.

### Home

#### **We will:**

- Offer both morning and afternoon appointments for repairs, and work towards with an option for a 2 hour appointment window where requested.
- Offer a job reference number at the time of reporting a repair so that repairs can be identified easily.
- Offer contact information for contractors so that you can discuss some types of repairs or improvements to your home directly with those carrying out the work.
- Monitor our customer satisfaction levels via telephone surveys made by the Council, our contractors and the Dartford Borough Residents' Forum (DBRF).
- Break down cleaning performance information into areas so that you can identify how well your community is looking after itself.
- Enable members of the DBRF to attend a number of void inspections to monitor the quality of our properties before they are re-let.
- Encourage our contractors to become involved with local events, meetings and open days, etc.

### Tackling ASB and helping you to feel safe

#### **We will:**

- Proactively look to prevent incidents of anti social behaviour occurring.
- Review the Anti-Social Behaviour Policy for Housing and ensure it meets the Councils corporate objectives. We will involve residents when this takes place.
- Support victims of anti-social behaviour in as many ways as possible and offer details of other organisations that offer advice and support.
- Support the DBRF in building an awareness of the Community Safety Unit and the work they carry out to tackle anti-social behaviour.
- Publicise actions against perpetrators, where possible, to reassure the public that we are taking action against this type of behaviour in our tenancies.
- Ensure that customer satisfaction information is obtained from victims of anti-social behaviour to improve the service.

- Make more use of community meetings to enable a greater awareness of the Forum and gain a better idea of the issues in your area.
- Make sure all new tenants are made aware of their responsibilities when they sign up to a tenancy with emphasis on good behaviour & rent payment responsibilities.

## Keeping you informed

### **We will:**

- Inform you about events, services and Council news by website, notice boards and email.
- Send you a Link newsletter four times per year with information about services, consultations, major changes within services, performance information and how you can get involved.
- Send information, on request, of how you can get involved in shaping services
- Let you know when estate inspections take place in your area and give you feedback on any actions.
- We will increase the amount of feedback that we offer customers when they contact us to reassure them that we are dealing with their request and keeping them up to date.
- Provide performance information on our services to tenants on a regular basis within the Link, on the website, through the DRBF and on request, in an easy to read, clear and standardised format.

## Getting your views

### **We will:**

- Consult with you on any major changes to our services
- Be available at appropriate external events to give you the chance to meet us and have your say on services.
- Consult with you on new housing policies and procedures.
- Consult with you on your choice of fixtures and fittings if you have improvements to your home.
- Involve residents when we make decisions on which contractors to use.

## Getting to know you and helping you get involved

### We will:

- Support residents who want to be part of our Borough Forum who help us to make decisions on where Community Initiative Fund money is spent.
- Support residents groups to set up their own local groups and support them to meet on a regular basis and improve resident involvement within their local area.
- Support residents who wish to set up a Neighbourhood agreement within their local area to address local priorities.
- We will continue to support the work of the DBRF.
- We will review and develop the community contact scheme to enable improved monitoring and information to be passed between the Council and tenants and leaseholders.
- We will review and develop the profiling information that we hold about our residents so we can better tailor services to their individual needs.
- We will develop further links with local groups to reach customers who are hard to reach. Please contact us if you would like us to visit your group to speak about resident involvement or one of our services.

## Helping you find out how well we're doing

### We will:

- Provide you with full details of how we are performing on request in a way that is easy to understand.
- Provide the DBRF with regular performance information.
- Set up a tenant led monitoring group to inspect our performance.
- Provide training to help develop skills for those who are involved to enable meaningful involvement.

## Monitoring our local standards

### We will:

- Monitor these standards regularly with the DBRF at their Committee meetings.
- Supply and support the DBRF with information and necessary resources to carry out monitoring.
- Publish performance information regularly on the Council website, within the Link magazine and on request.

For more information about Local Standards or getting involved with the Council to monitor services contact us by:

Phone: 01322 343682

Email: [rio@dartford.gov.uk](mailto:rio@dartford.gov.uk)

Online: [www.dartford.gov.uk/housing](http://www.dartford.gov.uk/housing)

This leaflet has been written in partnership with Dartford Borough Residents' Forum.

Working together to make a difference.

ਪੰਜਾਬੀ	தமிழ்	Polski	česky	简体中文	Français
Punjabi	Tamil	Polish	Czech	Mandarin	French
01322 343610	01322 343611	01322 343612	01322 343613	01322 343614	01322 343615

If you or anybody you know requires this or any other council information in another language, please contact us and we will do our best to provide this for you. Braille, audio tape and large print versions of this document are available upon request.

**Tel: 01322 343434**

**Fax: 01322 343432**

**Email: [customer.services@dartford.gov.uk](mailto:customer.services@dartford.gov.uk)**

Calls are welcome via typetalk

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## **Dartford Borough Council**

Civic Centre  
Home Gardens  
Dartford  
Kent  
DA1 1DR  
01322 343434

[www.dartford.gov.uk/housing](http://www.dartford.gov.uk/housing)

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