

Bromford.

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Our Customer Promise



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At Bromford, we want everyone to have a safe, secure and affordable home. We also want our services to be fair, respectful and easy to use.

This Customer Promise explains the service you can expect from us. It also explains how we can work together to help create successful tenancies and great places to live.

We will listen to your feedback and use it to improve our services. We will be honest and open about the decisions we make. We know that every customer is different, so we will make our services easy to access and provide extra support when needed.

Here's our offer to you, as a Bromford customer

What we will do:

- provide you with a home that is safe, clean, in good repair and affordable
- be clear about our responsibilities, as well as yours - these can be found in this document and in your tenancy agreement
- provide you with a choice of ways to get in touch
- tell you what you need to pay and how you can do that
- make sure you know what you are paying for and provide information about any changes
- only ask for personal information about you if we need it, and use it in a lawful, fair, and transparent way - we will explain how we use your personal information
- only ask for information that helps us deliver better services and will keep your information secure and up to date
- consult with you ahead of any major changes we may make to how we manage your home
- listen to your feedback to improve our services, giving you different ways to share your views, and let you know how we've used your feedback to help us improve
- listen to your feedback and experiences, provide a range of opportunities for you to influence our services and decisions, and let you know how your feedback has helped shape improvements
- find help or support if you need it to look after your home or keep to your tenancy
- let you know in advance if we will need to visit and access your home - we may not be able to do this for some emergencies, such as break-ins, fires, and floods
- if you want to move out, we'll explain the process, confirm your tenancy end date and any charges due, and provide a landlord reference within five working days if needed

We ask you to:

- fulfil the responsibilities set out in your tenancy
- contact us if you need support
- make sure rent and other charges are paid on time
- get in touch with us about financial problems you may have as early as possible so we can help
- tell us if you are going to be away from your home for more than 28 days
- provide information about you and your household when we ask for it and tell us if this changes
- keep your home, garden, and shared areas in good condition, do not intentionally cause damage, and let us know about any repairs that we need to do in your home, communal area or neighbourhood
- check if you need permission before getting certain pets - there is information about this on our website, or you can contact us about this
- check with us before carrying out any alterations to your home
- keep shared corridors, stairs, and landings completely clear of any items and all fire doors closed
- regularly test the smoke and carbon monoxide detectors in your home - please ask if you do not know how to do this
- read any safety information that we provide you with
- allow us access to your home when we need to maintain, repair or survey it to keep it safe and in good condition
- tell us in advance if you need to change or cancel an appointment
- make sure an adult is at home for any appointments
- respect your neighbours, your neighbourhood, and take responsibility for anyone living in or visiting your home
- give us 28 days' notice when you decide to move out, and make sure your home, loft and garden is clean and empty when you leave
- tell us if your circumstances, support needs or communication requirements change so we can provide the right support and services





Your rights

In addition to the rights outlined in your tenancy agreement, you also have the right to:

- a decent home that is safe, free from hazards, and fit to live in. For more information, you can read about the standards here: Decent Homes Standard and Homes Fitness for Human Habitation Act 2018
- reasonable adjustments to our services if you have a disability and vulnerability - these adjustments are changes we must make to ensure you have equal access to our services, provided it is practical to do so

Bromford is regulated by the Regulator of Social Housing, and we must meet the standards set by them. You can read these standards on **our website**.

We have a colleague code of conduct helping us maintain high standards of customer care and professionalism



Complaints

We welcome complaints, compliments and comments as an opportunity to listen and improve our services.

We'll make it easy for you to give us feedback on the services you receive. You can do this by telephone, email, our website, or messaging us on social media. When we make a mistake, we will say sorry and try to resolve your concerns as quickly as possible.

We'll acknowledge your complaint within five working days of receiving it and respond within 10 working days.

If you are not happy with our response to your complaint, a senior manager can review it. We will do this within 20 working days.

If you are still unhappy, you can ask the Housing Ombudsman Service to review your complaint. You can contact the Housing Ombudsman Service for advice at any stage of your complaint at **housing-ombudsman.org.uk**

We will record, investigate, and respond to customer feedback and comply with the Housing Ombudsman's Complaint Handling Code and the Regulator for Social Housing's Transparency, Influence and Accountability Standard.

Click the button below to read more about how we handle complaints, see our Complaints Policy and our Complaints Report.



You can read more about
complaints on our website





Letting a new home

When you move into your new home you can expect it to be safe, clean and in good repair.

If you are unhappy with the condition of your home when moving in, please let us know straight away.

We will:

- inspect your home before it is let to you, carrying out safety checks and providing you with the certificates
- keep you fully informed during the lettings process and agree a moving in date with you
- deliver a compliant service meeting all legal responsibilities and regulatory standards, such as health and safety and building safety compliance



Your tenancy

- we will provide you with a tenancy that is clear, in plain English, and answer any questions you have
- we will arrange for your tenancy to be translated or put into another format if you need it
- we will always follow our agreements, policies, and procedures in the spirit intended
- we will consult with customers before we make any major changes to how we manage your home or tenancy - there is more information about getting involved on our website, or you can ask us about this
- you may have the right to exchange your home with another Bromford customer, or another housing association or council tenant
- we will consider any personal circumstances you have told us about when making decisions if it is reasonable and practical to do so
- we will clearly communicate our decisions to you
- we will act quickly in an emergency, so you experience the least possible disruption to your home and household
- if you are not able to fulfil your responsibilities in your tenancy agreement, we will first offer support and advice. If you remain unable to fulfil your tenancy, we may take legal action which could result in losing your tenancy
- process permission requests for alterations, exchanges, pets and tenancy changes to your home as quickly as we can, and in accordance with laws and regulations



Communication

- you can contact us online through our website, customer portal or by telephone and post
- we aim to respond to all communication from you within five working days
- if you have a communication need, we will make adjustments to how we communicate and provide translations or other services
- we will make it easy for you to give us feedback on the services you receive
- we will communicate with you in a way that meets your needs and make reasonable adjustments where required to ensure our services are accessible
- we will supply important information via post like your annual rent increase, and safety related appointments
- If we are coming to visit you in your home, our team will always have ID with them and let you know why they are visiting





Your safety at home

- we will complete regular checks on your home to keep you safe - this includes checks of gas and oil boilers, solid fuel appliances, smoke alarms, electrics, lifts and hoists, and any asbestos
- if you live in a flat, we will complete safety checks on the communal areas inside your block, including fire risk assessments, electrical safety, fire doors, fire alarms, emergency lighting, lifts and asbestos checks
- a list of all the safety checks we do are set out in Bromford's safety standards - the safety standards show how we meet the legal requirements to keep your home safe
- if you are worried about your safety at home in the event of a fire, we will visit you to make a plan about this - sometimes we will work with the Fire Service to make this plan



If you need extra help

- if you need to make changes to your home because of a health condition, a disability, or your age our Aids and Adaptations team can help - you will need to get permission before making changes to your home
- our Tenancy Sustainment team can give advice to help you manage your money and pay your energy costs - they can find support for you if you are struggling with your health or wellbeing or finding it hard to look after your home
- if you are worried about an adult in your community who you think may be at risk of harm, you should report this to your local council's adult social care team - you can also tell us, and we will report it



You can read about our safety standards on our website



Paying rent and service charges



- we can tailor payment plans to your financial circumstances
- we can also find specialist support if debt is causing issues for you

Grants may be available for customers experiencing financial hardship. In an emergency, we can help to get support from your local foodbank and council household support fund.

We will only use legal action and eviction for rent arrears as a last resort.

Our rents are set using government guidelines. We'll explain your rent and service charges to you when you move in and let you know how much you need to pay in advance.

Our preferred payment method is Direct Debit, but we will provide you with several ways to pay, including online and telephone.

When your rent and service charge changes, we will write to you.

If your rent account falls into debt, we'll provide support where needed to help you get your account back into credit:

- our letters and contact will be easy to understand
- please tell us if you have problems paying your rent as soon as you can



You can make payments on our website



Do you want to help improve our services

We offer a variety of opportunities for customers to get involved, including everything from influencing decisions on repairs, maintenance, communication, and complaints, to joining different groups or completing surveys that suit your interests.

You can hold us to account and share your views.

We'll cover your expenses, including childcare, and provide the support and training you need to get started. We will make reasonable adjustments to ensure everyone can participate

It's a great way to learn new skills, meet other customers, and make a real impact.



Signing up is easy - find out more on our website



Your neighbourhood and community



Anti-social behaviour

- always report crime to the police and call 999 in an emergency
- we will acknowledge and respond to reports of anti-social behaviour, hate crime, abuse, harassment, or intimidation in accordance with our published service standard
- where an anti-social behaviour case is opened we will take details from you, complete a victim risk assessment and agree an action plan with you - we will carry out an investigation and consider what action may need to be taken and will keep in regular contact with you
- if you are having low level anti social behaviour problems with a neighbour, we will usually ask you to speak to them first and ask you to keep a record of incidents
- we will consider legal action when it is necessary due to the seriousness of the problem



Domestic abuse

- if you tell us you are suffering domestic abuse, we will work with specialist agencies to support you and keep you safe



Concerns about children

- if you're worried about a child's welfare or safety, tell your local council's children's service in the first instance - you can also tell us and we will report this
- whilst noise from children playing can be a disturbance, in most cases this would not be considered anti-social behaviour



Tenancy fraud

if you tell us you suspect someone is renting out their Bromford home, or not living in their home, we will investigate this and take action to ensure the home is fairly let on the housing register. We will tell you the outcome of the investigation



Hate crime

- a hate crime is when someone commits a crime that was motivated by prejudice. Please report hate crime to us - we will find specialist support if you are suffering from hate crime or harassment
- we will take action against anyone who lives in a Bromford home who commits hate crime



Noise

If you are experiencing loud and ongoing noise in the day or at night, we will ask you to provide evidence of this.

Everyday noise from neighbours should be expected, and in most cases is not something we would treat as anti-social behaviour, but we will always act when we have evidence that noise is excessive and frequent.



Estates and shared areas

- we will provide services to keep shared areas and grounds clean and safe
- we will work with other landlords and your local council to help ensure your neighbourhood is well maintained



Gardens, trees and paths

- we will ensure that trees in communal gardens are healthy and safe
- if you tell us about a neighbour's garden that is in poor condition, we will investigate this, and work with them to bring it up to a safe and clean standard
- if there is a problem in your neighbourhood on land that does not belong to Bromford, we will let you know who you need to report this to
- we will repair any uneven or unsafe paths that you tell us about



Fly tipping

- we will remove items that are fly tipped on Bromford land
- we will investigate who is responsible for fly-tipping and charge them if we can - the cost of removing fly tipping may be added to your service charge (where payable) if we cannot find who is responsible
- we will work with your local council to tackle persistent fly tipping



Graffiti and criminal damage

- we will remove graffiti and repair any damage to Bromford property
- we will try to remove offensive or personal graffiti within 24 hours



Parking

- we will help resolve parking problems on land owned by Bromford - we expect all customers to park carefully and consider their neighbours and other road users
- local authorities manage parking regulations on public highways, and the police may remove obstructing vehicles where needed
- at some locations we can implement a parking permit scheme where this is requested by the majority of residents



Repairs and maintenance



Day-to-day repairs

- we will be clear about which repairs you are responsible for
- you have the option of booking certain repair appointments online
- we aim to provide appointments within 20 working days for most routine repairs and will let you know if a Bromford colleague or a contractor will be attending
- we will diagnose repairs using video calling where we can, if this option works for you
- we try to complete repairs in one visit - when this is not possible, we will agree a follow on appointment with you before leaving your home
- repairs are completed by appointment, and we aim to make this as flexible and convenient as possible



Larger repairs

Some repairs are more complicated, and we may need to survey, order materials or appoint contractors. If we or our contractors need to visit appointments will be agreed with you. These sorts of repairs may take up to 90 days to complete.



Planned maintenance

we will contact you in advance about planned work and upgrades to your home, and keep you informed.

This work can include replacement kitchens, bathrooms, windows, doors, roofs, lifts, outside decorations and building safety improvements



You can read our detailed repairs policy on our website



Emergency repairs

We will attend an emergency repair on the same day where possible, and always within 24 hours.

The following repairs are classed as an emergency:

- gas leaks
- exposed electrical wires, broken sockets, or water leaking through electrical wiring or fittings
- burst pipes or other serious leaks where the water cannot be contained at the stop tap
- total failure of your electricity, gas or water supply (not caused by cuts to the service beyond your home)
- where there is an immediate danger of injury, for example for loose roof tiles or unsafe walls
- total failure of your heating or hot water system in colder months (from 31 October to 1 May) or at any time if you or someone in your home is very affected by cold temperatures
- hot water failure where there is not a suitable alternative means of heating water, such as an immersion heater
- carbon monoxide detector sounding
- communal fire alarm sounding continuously
- lift breakdown where there is no alternative lift in the block
- blocked toilets or drains where the blockage affects the only usable toilet in your home, and you are unable to unblock it yourself - you will need to pay for this if the blockage is due to misuse
- repairs to communal doors where there is a risk to safety or security
- door locks where there is no other means of entry to your home - you will need to pay for lost or missing keys
- when your home is not secure, for example, if a door is damaged during a break-in and will not close, a ground floor window is jammed open, or a lock is broken, we will make your home safe and secure at the emergency visit, then agree a follow-on appointment if we need to - you will need to pay for this if you have caused or allowed any damage
- offensive graffiti



If you smell gas

- open doors and windows to ventilate the property
- turn off the gas at the mains tap if you can. This is usually near the gas meter and has a handle that can be turned 90 degrees - don't do this if your meter is in a cellar or basement
- go outside and call the National Gas Emergency Service on 0800 111 999, and then call us
- Contact your GP or hospital if you feel dizzy, tired, sick or have headaches after being exposed to a gas leak

Do not

- turn power or light switches on or off
- light any sort of flame in the property, smoke or vape
- use electrical appliances, including door entry phones or doorbells



Repair responsibilities

We may complete additional repairs for customers living in sheltered and supported accommodation. If you are a shared owner, the repairs that we will do are set out in your lease. **You can read the full list on our website here.**

We will:

- provide customers with a repair service 24 hours a day, 365 days a year
- usually carry out work in your home between Monday and Friday 8am to 5pm
- prioritise repairs and offer appointments - all responsive repairs are prioritised based on urgency, risk, and statutory responsibility - we will always consider a customer's vulnerability and information given to us at the time of reporting a repair to increase our speed of response
- prioritise emergency repairs where people are in danger or a customer's home could be seriously damaged
- arrange for a contractor to attend if your home is less than 12 months old and it is within the warranty period, or where fixtures and fittings are still under warranty - you should contact us in the usual way
- adopt the standards and behaviours set out in the Contractors Code of Conduct service standard when working in and around your home
- carry out repairs that are our responsibility - our responsibility is different across the types of homes we manage - leaseholder repair responsibilities are set out in the lease - if you live in one of our supported schemes, please talk to your scheme manager
- develop our responsive repair service through customer feedback with customers influencing the way in which the service is set up

We will:

- deliver a compliant service meeting all legal responsibilities and regulatory standards, such as health and safety and building safety compliance

We ask you to:

- report repairs early so they do not cause a larger problem in the longer term - you can do this via Bromford's customer portal or by telephone Monday to Friday 8am to 6pm on **0330 1234 034**
- report emergency repairs via telephone - if you have an emergency outside working hours the team will make the area safe - permanent repairs are rebooked during normal working hours
- tell us when you need us to make alternative arrangements in your home so we can adapt our service where possible
- test your smoke alarm once a month, ensuring that it is clean and dust free
- tell us if you are experiencing condensation, damp and mould - we want you to live in a good quality home and damp and mould can affect your health and the condition of your home
- undertake minor repairs where you are able and avoid anything which may result in blockages to pipes and drains, such as disposing of fat, oil, wipes and nappies
- keep your home and garden in good condition - this includes maintaining grass, plants and tree branches within the property boundary so as not to cause nuisance to other customers



We can support

With repairs which have been identified as your responsibility, in some instances we may be able to support you by carrying out a repair and charging you for it.

This table shows the main areas of your home and neighbourhood that you are responsible for. You may need to pay for repairs to your home that are not due to fair wear and tear.

	Your responsibility	Our responsibility
Plumbing and water supply		
Cold and hot water supply systems (pipes and tanks)		Y
Baths, basins, and toilets, excluding seats and plugs		Y
Showers, if originally installed by us		Y
Waste pipes and soil stacks		Y
Guttering, downpipes, and drainage systems		Y
Kitchen sink and taps		Y
Basin taps and bath taps		Y
Maintaining outside taps installed by us		Y
Leaks and escapes of water		Y
Unblocking sinks, baths, and toilets if caused by misuse	Y	
Replacing shower heads and hoses	Y	
Toilet seats, chains, plugs, and sink strainers	Y	
Bleeding radiators	Y	
Maintaining outside taps installed by you	Y	
Heating and hot water		
Central heating systems, including radiators, controls, and pipework for heating and hot water		Y
Boilers and gas fires supplied by us		Y
Hot water cylinders, immersion heaters		Y
Electric storage heaters		Y

	Your responsibility	Our responsibility
Electrics		
Electrical wiring and consumer unit (fuse box)		Y
Sockets, light switches, and ceiling roses		Y
Smoke and carbon monoxide detectors		Y
Extractor fans		Y
Communal lighting (stairwells and walkways)		Y
Sealed lighting units		Y
Doorbells		Y
Resetting trip switches	Y	
Replacing light bulbs, fluorescent tubes, starters, and lampshades (unless vulnerabilities identified)	Y	
Providing and maintaining own electrical appliances	Y	
Security and access		
Door entry systems		Y
Fire doors (in communal areas and flats)		Y
Window locks		Y
Window restrictors		Y
Emergency exits and lighting in communal areas		Y
Regaining access if door locks or mechanisms fail		Y
Regaining access if locked out or keys are lost	Y	
Maintaining personal locks and bolts added by you	Y	
General internal maintenance		
Internal decoration (painting and wallpapering)	Y	
Filling small cracks (3mm or less) or holes from picture hooks	Y	
Cleaning and maintenance of your home	Y	
Removing condensation and preventing mould by adequately heating and ventilating the property	Y	
Maintaining own floor coverings (carpets and laminate)	Y	
Repairing damage caused by the customer or visitors	Y	

	Your responsibility	Our responsibility
Furnishings and fixtures		
Curtains, curtain rails, blinds (unless fitted by us)	Y	
Installing and maintaining own appliances (cookers, washing machines)	Y	
Maintaining personal furniture and fittings	Y	
Internal doors		
Fire doors under regulation, if there is a health and safety concern, or the door is part of a vulnerable customer support arrangement		Y
Handles and latches		Y
Hinges and locks		Y
Repainting or decoration	Y	
Repairing minor damage (dents, loose fittings)	Y	
Replacing internal doors	Y	
Other internal features		
Kitchen units (cupboards and worktops originally installed)		Y
Bath panels (like for like replacement)		Y
Flooring in communal areas		Y
Kitchen and bathroom floor coverings		Y
Structure and exterior		
Roof, including tiles, slates, felt and structure		Y
Walls (external and structural internal), including rendering and pointing		Y
Chimneys and flues		Y
External doors, door frames, thresholds, letterboxes and locks		Y
Windows, including frames, sills, catches, and handles		Y
Damp-proof courses and treatment of structural damp		Y
Foundations and structural floors		Y
Ceilings (excluding decorative finishes)		Y
Pathways and steps providing access to the main entrance		Y
Fencing and gates forming a boundary		Y
Garage repairs		Y
Party fencing such as between gardens	Y	

	Your responsibility	Our responsibility
Other		
TV aerials (unless communal system)	Y	
Keeping air vents and extractor fans clear of obstructions	Y	
Installing child safety devices	Y	
Gardens and outside		
General garden maintenance (mowing lawns, pruning shrubs)	Y	
Personal garden fencing or sheds	Y	
Pathways within private gardens	Y	
Disposal of garden waste	Y	
Communal areas - where applicable		
Communal lifts		Y
Shared stairways and corridors		Y
Door entry systems and communal doors		Y
Fire-fighting and safety equipment		Y
TV aerials (communal systems)		Y

Pest and Vermin Service Standard on our website [here](#)

Tree Works service standard on our website [here](#)



Timescales for repair

Bromford will prioritise the most serious repairs based on statutory responsibility, risk and urgency and apply the following principles:

Priority of repair	Description	Working day target completion time
Emergency in and out of hours	Works that present an immediate danger to customers or member of the public or will result in severe damage to property. Make safe, secure or isolate as minimum, repair if possible.	24 hours
Urgent repairs	Work such as fitting window restrictors, which requires attention within three days to prevent future property damage but does not present an immediate risk to people or the property.	five days
Urgent repairs	Repairs that should be addressed within five days to avoid future property damage, without posing an immediate danger.	three days
Routine repairs	Work that does not pose a significant risk to customers or public welfare or safety and will not cause further damage in the short term.	20 days
Complex repair or Specialist works, preventative maintenance	Work that falls outside of the usual scope of responsive repairs that require additional time due to manufacture, complexity, or specialist trade, examples include window replacements, roofing works with scaffolding, plastering.	90 days

How we'll review this standard

- customers will influence the responsive repair service so we understand what they value most and expect from our repairs and maintenance service to inform our decision making
- we will use feedback from surveys, compliments, complaints and general comments to understand how we can further improve and identify gaps in our services
- continually review our repairs performance including customer advocacy and performance against this standard and make changes to ensure this standard is met

We will review this standard

- when we update our policies or review our services
- when your valued feedback is telling us we need to look at things again



Our Lead Officers

The Executive Director of Operations is the nominated person accountable for our compliance with the Consumer Standards set by the Regulator of Social Housing.

The Executive Director of Corporate Services is the nominated Health and Safety Lead accountable for the duties set out in the Social Housing (Regulation) Act 2023.

The Director of Neighbourhoods is accountable for complaint handling performance and compliance with the Housing Ombudsman's Compliant Handling Code.



bromford.co.uk



0330 1234 034



Contact your neighbourhood coach **bromford.co.uk/neighbourhoodcoach**