



torus

Customer Service Standards and Principles

July 2022

Customer Service Standards & principles

At Torus we aim to deliver high-quality services every time and we don't want there to be any surprises when customers access our services. We wish to be open and transparent about the level of service you can expect and the timescales in which you can expect to receive a response.

That's why, by working with our involved customers, we have developed a new set of standards for the services that clearly explain what our customers can expect from us.

Our service standards are built around our **customer experience principles**, as part of our promise to you, we will:

- **Make sure customers can access services effortlessly (at a time that is convenient for them, via appropriate channels)**
- **Listen and show empathy and understanding**
- **Recognise that every customer is an individual and respect individual needs**
- **Always keep our promises**
- **Get it right first time**
- **Meet our customer service standards (providing a timely response)**
- **Keep customers informed every step of the way**

Our standards are broken down into eleven themes, based on what matter most to our customers:

1. Customer service, responsiveness and accessible information
2. Living in your neighbourhood
3. Letting homes
4. Leaseholders
5. Repairs and maintenance
6. Safety in your home
7. Paying your rent
8. Anti-social behaviour and safer estates
9. Keeping you safe (safeguarding)
10. Complaints and feedback
11. Tenant Voice – giving your views

In return, we expect that our customers keep to all terms within their tenancy agreement.

Going forward, our performance as a landlord will be monitored against these standards with the results being shared with customers and other stakeholders in future newsletters and our annual report. This is to show we are meeting the standards and customers are receiving what they have been promised but will also help us to improve services.

If you're not happy - we want to know about it straight away so that we can resolve things quickly for you. You can make a complaint by completing the online form at my.torus.co.uk, emailing info@torus.co.uk, in person at one of our public receptions, by calling 0800 678 1894 (Mon-Fri, 8am-5pm) or in writing to Torus Customer Hub (Complaint), Central, 4 Corporation Street, St Helens, WA9 1LD. Full details of the complaints process and policy available at my.torus.co.uk.

Torus Service Standards

Please note that Torus working hours are Monday to Friday, between 8am - 5pm.

Customer Service Standards	How to access this service	Timescale
<p>Be accessible to answer queries</p>	<p>Phone 0800 678 1894 (freephone)</p> <p>Email info@torus.co.uk</p> <p>Visit to our public receptions in each heartland (currently open Monday to Friday, 9am - 5pm).</p> <p>Via my.torus.co.uk</p>	<p>Calls answered Monday - Friday, 8am - 5pm Out of hours service for emergency repairs. (evenings from 5pm, weekends and holidays)</p> <p>Respond to written communication within 10 working days.</p> <p>Emails automatically acknowledged immediately and responded to within 48 working hours (Monday - Friday, 9am - 5pm)</p>
<p>Respond to request for a call back from a specialist team where your query cannot be answered at point of contact</p>	<p>Phone call from relevant team</p>	<p>Acknowledge all emails within 2 working days</p> <p>Respond to all call back requests within 5 working days</p> <p>Immediately escalate and respond to queries requiring an urgent response e.g. Health & Safety or Safeguarding concerns within 1 working day</p>

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Neighbourhoods Service Standards	How to access this service	Timescale
Respond to requests for a call back from a Neighbourhood Officer	Phone 0800 678 1894 (freephone) Email info@torus.co.uk	Respond to all requests within 5 working days
Respond to reports of fly tipping on land owned by Torus	Visits to our public receptions in each heartland. Via my.torus.co.uk	Respond to reports within 5 working days .
Respond to reports of offensive graffiti on property owned by Torus		Respond to reports within 1 working day .
Respond to reports of other graffiti on property owned by Torus		Respond to reports within 14 working days .
Respond to reports of abandoned vehicles		Respond to reports within 5 working days . Timescale to resolve 14 working days .
Respond to reports of abandoned properties		Respond to reports within 1 working day .
Respond to reports of untidy gardens		Respond to reports within 5 working days .
Respond to requests for permission to carry out homes improvements		Respond to requests within 5 working days .
Respond to requests to keep a pet		Respond to requests within 5 working days .

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Lettings Service Standards	How to access this service	Timescale
<p>We will only let homes which meet our published minimum lettable standard.</p> <p>We will let all our homes quickly</p> <p>We will offer a private viewing of any property offered as early as possible</p> <p>If the property is accepted we will invite you to a private interview and provide you with information specific to your new home. We will also explain the terms of the Tenancy agreement to you.</p> <p>Customer will receive a courtesy call after signing for their new home.</p>	<p>Applications for Torus rented homes via relevant Allocations process:</p> <p>Warrington and St Helens www.u-1-r.co.uk</p> <p>Liverpool www.propertypoolplus.org.uk</p> <p>More at my.torus.co.uk</p>	<p>Within 5 working days.</p> <p>Courtesy call within 5 working days.</p>

Leasehold Service Standards - applies to leaseholders only	How to access this service	Timescale
<p>Respond to requests to purchase more shares in your home</p> <p>Respond to requests to sell your home</p> <p>Respond to rent and service charge enquiries</p> <p>Process Right to Buy & Right to Acquire applications to statutory timescales</p> <p>Respond to any lease enquiries or tenancy management issues for Rent to Buy customers</p>	<p>Phone 0800 678 1894 (freephone)</p> <p>Email leaseholderteam@torus.co.uk</p> <p>Visits to our public receptions in each heartland.</p> <p>Via my.torus.co.uk</p>	<p>Respond to requests within 5 working days.</p> <p>Respond to requests within 5 working days.</p> <p>Acknowledge enquiry within 2 working days. Respond to enquiry within 5 working days.</p> <p>Respond within statutory timescales.</p> <p>Respond to enquiries within 5 working days.</p>

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Home Service Standards	How to access this service	Timescale
<p>Respond to Emergency Repairs These are faults that could seriously damage your health or the property</p>	Report emergency repairs 24/7 by calling 0800 678 1894.	We aim make emergency repairs safe within 4 hours and complete the job within 24 hours .
<p>Respond to Priority Repairs – These are not emergencies, but repairs, which need to be carried out quickly to prevent further damage to the property and improve customer’s quality of life.</p>	Report repairs by calling 0800 678 1894, emailing info@torus.co.uk or online using your Torus account.	We aim to complete the job within 48 hours .
<p>Respond to Routine Repairs - offer an appointment for non-emergency jobs</p>	Report repairs by Phone (freephone) 0800 678 1894 or online appointment booking available	For all non-emergency jobs we will offer an appointment within 20 calendar days .
<p>Respond to requests for a call back from a Repairs Officer</p>	Phone 0800 678 1894 (freephone) or email info@torus.co.uk	Respond to all call back requests within 5 working days
<p>Carry out a gas safety checks</p>	Home visit - we will contact you directly to arrange.	We will carry out a gas safety check annually .
<p>Carry out an electrical safety checks</p>	Home visit - we will contact you directly to arrange.	We will carry out an electrical safety check every 5 years .
<p>Carry out water safety check for homes with stored water installations</p>	Home visit - we will contact you directly to arrange.	We will carry out a water safety check every 5 years .
<p>Carry out inspections of passenger lifts</p>	Home visit - we will contact you directly to arrange.	We will carry out inspections twice a year (servicing 4 times a year).
<p>Provide home safety information</p>	Information provided when you move into your home	Provided when you move into your home and available on Torus website.

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Rents & Charges Service Standards	How to access this service	Timescale
<p>Respond to rent account balance and make a rent payment</p>	<p>Request by Phone (freephone) 0800 678 1894</p> <p>Get your rent balance by text, text "Balance" to 07520 660 235</p> <p>Use your online account or make a payment using our secure payment site: my.torus.co.uk</p>	<p>Monday - Friday, 9am - 5pm</p> <p>Respond within 4 hours Monday - Friday, 9am - 5pm</p>
<p>Respond to other rent queries which cannot be resolved at point of contact e.g. direct debit, charges, benefits</p>	<p>Email info@torus.co.uk</p> <p>Or contact the Income Team directly. Each area has their own team, email yours directly on:</p> <ul style="list-style-type: none"> • Warrington - income.management@torus.co.uk • St Helens - rent.officers@torus.co.uk • Liverpool - incomeservices@torus.co.uk 	<p>Acknowledge all emails and calls within 2 working days</p> <p>Respond to all call back requests within 5 working days</p>
Safer Estates Service Standards	How to access this service	Timescale
<p>Respond to reports of anti-social behaviour (ASB) requiring an urgent response e.g hate crime, harassment & domestic abuse</p>	<p>Report any Safer Estate (ASB) concerns by calling 0800 678 1894, emailing info@torus.co.uk, using the online form on my.torus.co.uk, in person at one of our receptions or by speaking to your Neighbourhood Officer.</p>	<p>Respond to urgent call back requests within 24 hours</p>
<p>Respond to reports of general ASB e.g. noise nuisance, dog fouling</p>		<p>Respond to reports within 5 working days</p>
Safeguarding	How to access this service	Timescale
<p>Respond to reports of safeguarding concerns</p>	<p>If you have a safeguarding concern contact your local safeguarding teams within your Local Authority.</p> <p>If someone is in immediate danger or you believe a crime has been committed, please contact 999 immediately.</p>	<p>Safeguarding Children/Adults concerns will be escalated within an hour of identification of an incident</p> <ul style="list-style-type: none"> · Non urgent concerns raised for tenants/ household members will be responded to within a minimum of 24 hours · Welfare concerns (e.g. safe and well checks, calls to emergency services) will be responded to immediately from point of identification.

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Complaints Service Standards	How to access this service	Timescale
<p>Seek early resolution to complaints at the point of contact where possible</p> <p>Respond to informal complaints which cannot be resolved at point of contact</p> <p>Respond to formal complaints in writing</p>	<p>Report any complaints by calling 0800 678 1894, emailing info@torus.co.uk, using the online form on my.torus.co.uk or in person at one of our receptions.</p>	<p>Answer calls Monday - Friday, 9am - 5pm</p> <p>Acknowledge all complaints within 2 working days</p> <p>Respond to your informal complaint within 5 working days</p> <p>Respond to your formal complaint within 10 working days</p>

Tenant Voice Service Standards	How to access this service	Timescale
<p>Respond to requests to get involved</p> <p>Respond to requests to join Torus Talk Facebook group</p> <p>Respond to requests from involved tenants</p>	<p>Contact the Tenant Voice Team by emailing tenantvoice@torus.co.uk or calling 0800 678 1894.</p> <p>Send request on Torus Talk Facebook page: www.facebook.com/groups/TorusTalk</p>	<p>Acknowledge all emails and calls within 2 working days</p> <p>Respond to all call back requests within 5 working days</p> <p>Respond to all requests within 2 working days</p> <p>Respond to all call back requests within 5 working days</p>