



# Women's Pioneer Housing Service Standards



Women's  
Pioneer Housing  
Est 1920

# Contents



- 01 Our Services
- 02 Resident Experience & Engagement
- 03 Resident Experience | Action Steps
- 04 Repairs, Maintenance & Improvements
- 05 Repairs, Maintenance & Improvements | Action Steps
- 06 Neighbourhood & Community
- 07 Neighbourhood & Community | Action Steps
- 08 Support
- 09 Support | Action Steps
- 10 Putting Things Right
- 11 Putting Things Right | Action Steps
- 12 Equality & Diversity



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# Our Services

Our services will be excellent, delivered professionally, and designed to meet the needs of single women.



We want our residents to be happy with our services, have a strong voice and work with us to ensure we meet their diverse needs. Our team will get to know our residents well, listen to what they have to say, and encourage more people to get involved in shaping our services.

To make sure residents get the care and support they need as their circumstances change, we will also work to partner with organisations to enhance our service offer.

- We will deliver excellent services with resident satisfaction our priority.
- Our services will adapt to reflect the diverse needs of our residents, prioritising single women.
- We will forge strong partnerships to expand our services.
- We will be clear about our service offer and work with residents to ensure our services empower women to live their independent lives.
- We will know our residents, their community, and their views to use this information to deliver our excellent services.
- We will demonstrate a legacy of leading on women's issues across the sector and influence larger registered providers to establish similar focus.

This charter outlines the level of service you can expect from Women's Pioneer Housing. However you choose to contact us, we are committed to delivering a high-quality, personalised service that is timely, respectful, and responsive to your needs.

# Resident Experience and Engagement

## Consumer Standards Requirements

### Equality and Diversity

**Social housing providers deliver all housing services in a way that ensures:**

- Every tenant and customer has their individual needs recognised and is treated fairly, with dignity and respect.
- There is equitable access to housing and related services for all, free from discrimination.
- Services are responsive to the diverse needs of residents, in line with the Equality Act 2010 and the expectations set out in the Regulator of Social Housing's consumer standards.

### Communication

**Social housing providers operate their services in a way that ensures:**

- Tenants and residents can easily communicate with their landlord and receive clear, timely, and accessible information.
- Landlords are transparent about their decision-making processes and the services they provide.
- Landlords provide regular updates and explain service standards, ensuring compliance with the Tenant Involvement and Empowerment Standard.

### Resident Involvement & Empowerment

**Social housing providers deliver services in a way that ensures:**

- Tenants can participate in and influence decisions about their homes and communities at a level that suits them.
- There are meaningful opportunities for engagement, from service design to scrutiny and review.
- Providers actively encourage involvement in line with the Tenant Involvement and Empowerment Standard, ensuring that resident voices are central to decision-making.



# Resident Experience and Engagement

## Consumer Standards Requirements

### We Will:

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- 01** Ensure that all staff are fully trained to give you the help and advice you need. All our staff carry identity cards and will identify themselves in communications with you.
- 02** Aim to respond to written correspondence (including emails and letters) within 5 working days. If a full response is not possible within this timeframe, we may provide an update and keep you informed on progress. If you send several emails in succession, we will acknowledge them but we will aim to reply to them all with one response, so there may not be an individual response to each email
- 03** Aim to resolve your query in the first call. We will try to resolve your query when you call but if we can't, we will transfer you to another member of staff who will try to assist you. If they are unavailable, we aim to contact you back within 5 working days for non-emergencies.
- 04** Use plain English. We will also translate documents and letters or provide them in large print or Braille on request.
- 05** Contact you if we are going to be late to an appointment. We will always show a photographic ID before entering your home.
- 06** Offer a variety of opportunities for residents to share their views, including forums, surveys, and digital channels. Your feedback will help shape and improve the housing services we provide.
- 07** Work with tenants to co-produce a quarterly residents' newsletter, sharing updates, service changes, events, and opportunities to get involved.
- 08** We'll give you easy access to information about our services. Up to date advice and information about our services will be available on our website with paper copies available on request.
- 09** Provide clear and accessible information about your home, the services we'll provide, and how much they cost you when you move in.
- 10** Adapt our services to meet your needs where we can. Please let us know if you need us to tailor how we deliver our services to you. We can arrange minor adaptations to your home and support you to make requests for major adaptations to your local authority.
- 11** Ensure our annual performance information is available on our website as well as key policies. Where policies cannot be located on our website, we will always provide a copy on request.

# Repairs, Maintenance and Improvements

## Consumer Standards Requirements

### Quality of Housing

**Social housing providers are required to manage their homes to ensure:**

- All properties meet, at a minimum, the Decent Homes Standard at the point of allocation and are maintained to remain safe, warm, and in a good state of repair.
- Homes are clean, safe, and ready to move into when let.
- Homes are managed in a way that supports the government's targets for energy efficiency, contributing to net zero commitments, and improving the comfort and affordability of tenants' homes.

### Repairs, Maintenance, & Improvements

**Social landlords must ensure that:**

- Homes are kept in a good state of repair, with responsive and planned maintenance delivered in line with the Home Standard and Health and Safety regulations.
- Repairs and improvements are carried out within reasonable timescales, and residents are informed of expected timelines and progress.
- Tenants are offered reasonable choice and flexibility around when and how works are completed, where possible.
- Landlords monitor and act on tenant satisfaction with repairs and maintenance services, in line with the Tenant Satisfaction Measures introduced by the Regulator of Social Housing



# Repairs, Maintenance and Improvements

## Consumer Standards Requirements

### We Will:

- 01 Provide you with an emergency repairs service. 24 hours a day, 7 days a week. We will respond to emergency repairs within 24 hours.
- 02 Attend your non-emergency repair appointments. We will aim to deal with all non emergency repairs within 28 days.
- 03 Agree an appointment to complete your repair. When you report a repair, we will let you know which contractor will be contacting you to agree your appointment time and by when.
- 04 Give you clear information about what our repair responsibilities are. This will be given to you when you sign up to your home. This is also on our website.
- 05 Make sure that your home meets regulatory, decency, safety and quality standards. When you move into your home we'll make sure it's clean, tidy and safe. We'll keep records on the condition of your home and use this data to carry out planned maintenance works at your home at the right time . We will complete surveys to assess the condition of your home as required.
- 06 Complete necessary safety checks at your home. If your home has a gas boiler or appliances, we will inspect these every year. We will complete maintenance on fire safety alarms and electrical safety checks on your household mains wiring every 5 years. If your home is in a block with communal areas and facilities, we'll inspect these as required and complete checks to keep these areas safe.



# Neighbourhood and Community

## Consumer Standards Requirements

### Neighbourhood & Tenancy Management

**Social housing providers must work in partnership with local agencies, such as the police, local authorities, and support services, to help ensure that:**

- Tenants and residents live in well-maintained, safe, and sustainable neighbourhoods.
- Anti-social behaviour, neighbour nuisance, and tenancy breaches are addressed promptly, fairly, and in line with legal and policy frameworks.
- Disputes between tenants are managed with a focus on early intervention, communication, and where appropriate, mediation or support services.
- Providers take proactive steps to maintain clean and safe communal areas and support tenants in fostering positive communities.



# Neighbourhood and Community

## Consumer Standards Requirements

### We Will:

- 01** Keep your communal areas clean and safe., inspecting these areas regularly.
- 02** Remove graffiti and deal with vandalism in your communal areas When found in an area we are responsible for, we will arrange for the removal of graffiti causing significant offence within 24 hours. Other graffiti and vandalism will be removed or addressed within our usual repairs timescales.
- 03** Respond to your reports of harassment, abuse or other anti-social behaviour (ASB). Our website has information about what counts as ASB and how we will respond. We'll respond to high priority ASB reports within one working day. We aim to respond to all other ASB reports within 5 working days. We'll talk to you and agree on an action plan, setting out what we'll do and anything you need to do to resolve the issue.



# Support

## Consumer Standards Requirements

### Tenancy Sustainment

**Social housing providers work with residents and external partners to ensure that tenants are able to sustain their tenancies and access the help they need. This includes:**

- Providing information, advice, or referrals to appropriate support services for issues such as financial hardship, health and wellbeing, domestic abuse, or changes in personal circumstances.
- Supporting tenants through key life events, such as moving in, relationship breakdowns, bereavement, or leaving care.
- Offering extra support where needed to help residents live independently and safely, especially those with vulnerabilities or additional needs.
- Working with other organisations, including social services, health professionals and specialist charities, to deliver joined-up, person-centred support.
- Taking early and sensitive action where a tenancy may be at risk, aiming to prevent eviction or homelessness wherever possible.



# Support

## Consumer Standards Requirements

### We Will:

- 01** Keep our records up to date to make sure we can provide the best possible services to you. We will ask you to share information about yourself and your household when you sign up. We may also ask you to update your information from time to time.
- 02** Use the information we know about our residents to help us make decisions. As well as listening to your feedback, we will also use resident information to make decisions that will ensure equal access to our services and equal outcomes for residents.
- 03** Support you if you have financial difficulties. We will work with you to understand how we can best support you if you can't pay your rent or service charges. Information is also available on our website.
- 04** Offer support if your circumstances change. If you're affected by issues like illness, relationship breakdown, domestic abuse, or bereavement, we'll listen and help you access the right support - either directly or by linking you with trusted partner organisations.
- 05** Make sure support is accessible. If you have additional needs, we'll make reasonable adjustments to our services to ensure you can access support in a way that works for you.



# Putting Things Right

## Consumer Standards Requirements

### Complaints

Social housing providers are expected to handle complaints fairly, transparently, and in line with clear policies and procedures. We treat all complaints as an opportunity to learn and improve. This means:

- Tenants and residents can raise concerns or complaints easily and in a way that suits them.
- Complaints are handled promptly, professionally, and in line with the Housing Ombudsman's Complaint Handling Code.



# Putting Things Right

## Consumer Standards Requirements

### We Will:

- 01 Clearly explain the complaints process, including how and when you can escalate your concerns if you're not satisfied with our response.
- 02 Acknowledge your complaint within 5 working days of when we receive it. We will also give you the name of the person investigating and responding to your complaint.
- 03 Respond to stage 1 complaints within 10 working days. If we cannot offer a solution within this time, we may extend by a further 10 working days.
- 04 Respond to stage 2 complaint within 20 working days. If we cannot respond within this timeframe, we'll let you know and get in touch to agree a new response time.
- 05 Record and monitor complaints so we can identify trends and improve our services.
- 06 Use feedback and complaints to shape the way we work, making sure lessons are learned and changes are made where needed.



## Equality & Diversity

Women's Pioneer Housing is committed to providing equal access to services for all our residents regardless of race, disability, gender, sexual orientation, age, religion or belief, pregnancy or transgender. Information can be provided in different languages, larger print and Braille or other formats if requested.

You can request this by calling us on [020 8749 7112](tel:02087497112) or emailing us at [customerservices@womenspioneer.co.uk](mailto:customerservices@womenspioneer.co.uk)



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