

# Local Offers Summary



## Neighbourhood Management

Ensure estates and neighbourhoods are well maintained, safe and enjoyable places for tenants to live.

### We will

- ✓ Provide you with regular information specific to your Neighbourhood
- ✓ Ensure issues affecting your neighbourhood are identified and responded to
- ✓ We will inspect communal areas on a regular basis.
- ✓ We clean flats blocks communal areas as detailed in our published schedule
- ✓ Working in partnership to effectively manage estates and neighbourhoods
- ✓ We will maintain communal grounds including regularly cutting grassed areas and keeping flower and shrub beds neat and tidy



## Safer Estates

Help you feel safer by preventing and minimising the impact of antisocial behaviour.

### We will

- ✓ Provide you with a timely response to any reports of anti-social behaviour received
- ✓ Offer a clear simple process to report ASB online, by phone, letter, email or in person
- ✓ Deal with reports promptly and keep you informed
- ✓ Where we are made aware of or identify domestic abuse cases we will carry out risk assessments and make appropriate referrals
- ✓ Where we identify or are made aware of Safeguarding concerns we will report and make appropriate referrals





## Customer Service

To provide a personalised, accessible service to our customers.

### We will provide a range of ways for customers to access services

- ✓ Customers can access our services Online 24 hours a day
- ✓ Contact Torus Customer Hub by email, letter, phone. We are open from 8am until 5pm Monday to Friday
- ✓ Visit a Torus office, our receptions are open from 9am to 5pm, Monday to Friday
- ✓ An out of hours service is provided for emergencies 24 hours a day
- ✓ Provide a clear and simple Complaints Process. Informal Complaints will be responded to within 5 working days and more complex formal complaints within 10 working days
- ✓ Provide regular information on services



## Allocations and Lettings

To enable you to find a good quality affordable home which fulfils your housing requirements based upon need.

### We will

- ✓ Provide you with support, advice and guidance to help you find a new home that suits your needs via our allocations and lettings team
- ✓ Let our homes within a reasonable timescale
- ✓ Provide you with information specific to your new home



## Repairs and Maintenance

To ensure your home is repaired and well maintained, giving you a safe place to live.

### We will

- ✓ Diagnose your repair and respond within the published timescales for repairs
- ✓ We will respond to Emergency Repairs within 4 hours
- ✓ We will respond to non-emergency repairs within 15 working days
- ✓ Timescales for planned improvements will be communicated to customers due for home improvements



## Looking After Your Home

To provide a good quality home that meets your needs and your neighbourhood has a long-term sustainable future.

### We will

- ✓ We will carry out safety checks to keep you and your home safe
- ✓ We will visit your home to carry out
  - An annual gas safety check
  - An Electrical Safety check of fixed wiring every 5 years
  - Provide you with information on water safety and carry out check for homes with stored water installations every 5 years
  - Service passenger lifts, hoists and stairlifts we have installed twice a year
- ✓ Carry out risk assessments to identify and reduce any hazards in our properties
- ✓ Carry out regular inspections of communal areas to reduce risks and hazards
- ✓ Nominate an accountable person with responsibility for building safety
- ✓ Provide tenants with information and guidance on health and safety in their home
- ✓ Replace major components - kitchens, bathrooms, roofs etc. which are old and in poor condition
- ✓ Publish our investment plan and timescales for replacement of major components



## Tenancy Management

Provide a high-quality service to manage tenancies within our communities.

Ensure you are aware of your rights and responsibilities in relation to your tenancy.

### We will

- ✓ Provide you with timely information specific to your tenancy
- ✓ Offer advice and support to help you sustain your tenancy
- ✓ We provide information to tenants who wish to move home through mutual exchange
- ✓ Where appropriate we will offer an aids and adaptations service based on an assessment of need
- ✓ We have a dedicated Leasehold Team who can provide advice and support on Leasehold issues



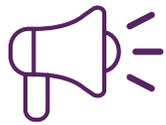
## Income Management

Ensure that rent and service charges are collected in a timely manner and that tenants are given assistance to enable rent to be paid on time and to avoid the build-up of any debt.

### We will

- ✓ Provide a range of rent payment methods that are convenient, cost effective and flexible to give tenants the opportunity to pay their rent in a way that suits their needs
- ✓ Take appropriate action to prevent your accounts from falling into arrears
- ✓ Provide you with timely information in relation to your rent and other accounts
- ✓ Provide advice, support and guidance to enable you to maximise your income
- ✓ Torus Foundation / Money Advice provide advice, information and practical support to enable customers make the most of their money
- ✓ Torus Foundation support tenants into employment opportunities





## Tenant Voice

To provide a diverse range of ways for you to work with us to improve neighbourhoods and Torus services.

### We will provide a range of ways for customers to access services

- ✓ Provide a range of opportunities for you to have your voice heard
- ✓ We support Tenants and Residents Associations and Social Committees who organise events and activities for residents
- ✓ Provide information, training and support to have your voice heard
- ✓ Provide a range of ways for you to give us your feedback and to use your feedback to improve our services



## How are we performing?

To ensure we are delivering on these promises we have agreed performance standards with customers.

You can review our latest performance against the standards by

✎ Visiting our website  
[www.torus.co.uk/liverpool](http://www.torus.co.uk/liverpool)  
[www.torus.co.uk/sthelens](http://www.torus.co.uk/sthelens)  
[www.torus.co.uk/warrington](http://www.torus.co.uk/warrington)

📍 Calling into one of our offices

☎ Phoning us on **0800 678 1894**

✉ Email [info@torus.co.uk](mailto:info@torus.co.uk)



[www.torus.co.uk](http://www.torus.co.uk)