



north devon homes

## Cyclical Local Offer (Service Standard)

This is our promise to customers on the local offer we will deliver

Everyone at North Devon Homes is committed to “working together to create communities where people want to live”. To ensure that we do this for you we have created a set of values for ourselves.

One of our values is to “Be reliable, honest and accountable in all that we do”. The standard below sets out how we intend to deliver this.

### **We will:**

- Complete a safety check and service of any gas appliances in your home on an annual basis.
- Provide all homes with a fuel burning system e.g. gas or solid fuel, with a carbon monoxide alarm.
- Carry out a safety check on your smoke and carbon monoxide alarms on an annual basis.
- Carry out all safety checks to communal areas within the required timeframes as set out in legislation or best practice e.g. lift servicing, emergency light testing, fire alarm testing, septic tanks, etc.
- Carry out a periodic electrical inspection on your home every 5 years.
- Investigate and respond to all complaints within our published timescales.
- Ensure that our staff and contractors follow our code of conduct.
- Provide everyone with an asbestos survey showing them where the asbestos is located within their home.
- Provide guidance on the key pieces of equipment in your home and these will be designed by customers.

### **We will make sure we deliver our promises by:**

- Auditing a minimum 10% of our gas servicing visits.
- Comparing ourselves against other similar organisations.
- Publishing our performance information regularly.
- Undertaking audits across our service and through our internal audit providers and our customer C90 and Scrutiny panels.

### **You can find out about our performance:**

- In our annual performance report to customers
- On our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)
- In our bi-annual newsletter
- By joining our groups of engaged customers

If you would like to make any comments, complaints or suggestions relating to any of our local offers, please get in touch on: 01271 312500 or email: [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk).

**We'd love to hear from you.**