



Oxford City Council

Service Standards for Council Tenants, Leaseholders & Shared Owners

Contents

- **Safety And Quality**
- **Transparency, Influence and Accountability**
- **Competence and Conduct**
- **Neighbourhood And Community**
- **Tenancy**



Safety and Quality

- **Oxford City Council will provide safe, well-maintained and good-quality homes for residents.**
 - We will maintain accurate and up to date information about the condition of our homes through our stock condition survey programme, ensuring all homes are surveyed at least once every five years.
 - We will use property condition information to inform investment, maintenance and planned improvement programmes.
 - We will ensure our homes meet the Decent Homes Standard.
 - We will publish information about Decent Homes performance monthly.
- **Oxford City Council will take all reasonable steps to ensure the health and safety of residents in their homes and communal areas.**
 - We will complete all required health and safety checks, including fire, water, electrical, gas, asbestos and lift safety.
 - We will complete any actions identified through health and safety checks within required timescales.
 - We will provide opportunities for residents to influence and scrutinise our approach to building safety and landlord health and safety through the Residents' Building Safety and Compliance Group and other engagement activities.
 - We will publish a comprehensive suite of landlord health and safety policies.
 - We will publish information about landlord health and safety compliance performance monthly.
- **Oxford City Council will provide an efficient, responsive and timely repairs, maintenance and planned improvements service for homes and communal areas.**
 - We will provide a range of accessible ways for residents to report repairs and maintenance issues, including online, by telephone and in person.
 - We will publish a Repairs Policy.
 - We will attend emergency repairs within 24 hours, urgent repairs within three working days and routine repairs within 28 days, unless the routine repair is more appropriately delivered through a planned programme of works.
 - We will comply with the requirements of Awaab's Law.
 - We will communicate with residents throughout the repairs process and provide appropriate advance notice of planned works and improvements.
 - We will agree appointments and access arrangements with residents before works commence and keep residents informed where appointments need to be rearranged.
 - We will ensure the regular inspection, cleaning and maintenance of communal areas.

- We will work with residents to gain access to properties where required to ensure our homes are safe and well-maintained in line with our No Access Policy.
 - We will publish information about repairs performance monthly.
- **Oxford City Council will support residents to access adaptations to enable independent living.**
 - We will work with relevant organisations to support residents seeking adaptations.
 - We will publish an Aids and Adaptations Policy.
 - We will use property information to support the effective allocation of adapted and accessible homes.

Transparency, Influence and Accountability

- **Oxford City Council will treat residents fairly and with respect.**
 - We will treat residents professionally, courteously and fairly.
 - We will promote equality, diversity and inclusion in the delivery of our services.
- **Oxford City Council will understand and respond to residents' diverse needs.**
 - We will maintain accurate and up to date information about residents' support needs.
 - We will provide information in accessible formats where required.
 - We will provide support and make reasonable adjustments where required to ensure residents can access our services.
 - We will take account of residents' diverse needs when delivering landlord services.
 - We will support residents who choose to be represented by an advocate, family member, friend, support worker or other representative when accessing landlord services.
- **Oxford City Council will take residents' views into account when making decisions about how services are delivered.**
 - We will listen to residents' views and act on them where appropriate.
 - We will provide a range of opportunities for residents to influence and scrutinise services, policies, strategies and performance.
 - We will provide information and support that reflects diverse needs and enables effective challenge.
We will publish quarterly updates on how resident feedback influences decision-making and shapes service delivery.
- **Oxford City Council will communicate clearly and provide information that enables residents to access services and hold us to account.**
 - We will publish and maintain information about our services on our website.
 - We will aim to resolve enquiries at the first point of contact wherever possible.
 - We will make all housing policies and strategies available on our website and on request.
 - We will make rent and service charge information available through the tenant portal or in writing.
 - We will provide residents with information about their rights and our responsibilities as their landlord.
 - We will keep residents informed about the progress, next steps and outcomes when delivering landlord services.

- **Oxford City Council will publish key performance information to support effective scrutiny by residents.**
 - We will publish monthly information on stock quality, health and safety compliance, repairs, antisocial behaviour, empty homes and complaints performance.
 - We will publish Tenant Satisfaction Measures annually.
 - We will make information available about the senior officers responsible for landlord services and regulatory compliance.
- **Oxford City Council will provide an accessible complaints service to ensure complaints are handled fairly, effectively and promptly.**
 - We will publish a Complaints Policy that complies with the Housing Ombudsman's Complaint Handling Code.
 - We will acknowledge complaints within five working days and respond to Stage 1 complaints within 10 working days and Stage 2 complaints within 20 working days, unless an extension is agreed in line with the Housing Ombudsman's Complaint Handling Code.
 - We will ensure residents understand how to make a complaint and what they can expect from the process and what they can do if they are dissatisfied with the outcome.
 - We will provide compensation and other remedies in accordance with the Housing Ombudsman's guidance.
 - We will support the Residents' Complaints Panel to review complaint trends and outcomes, identify learning and help shape service improvements.
 - We will act on learning from complaints to improve our services.
 - We will publish complaints performance information monthly and report quarterly on the improvements made because of complaints.

Competence and Conduct

- **Oxford City Council will ensure that staff delivering housing services are competent, appropriately qualified and supported to maintain high standards of conduct and professionalism.**
 - We will ensure staff have the skills, knowledge and behaviours needed to deliver good quality landlord services.
 - We will provide training and development to ensure staff remain competent in their roles.
 - We will regularly review staff performance and support continuous improvement.
 - We will promote high standards of conduct, professionalism and respect through our Employee Code of Conduct.
 - We will ensure relevant staff hold, or are working towards, the qualifications required for their role.
 - We will expect contractors and service providers working on our behalf to meet the same standards of competence, professionalism and conduct.
 - We will publish a Competence and Conduct Policy.

Neighbourhood and Community

- **Oxford City Council will work with residents and partner agencies to support social, environmental and economic wellbeing in the communities where we provide homes.**
 - We will build and maintain effective partnerships that benefit residents and local communities.
 - We will carry out regular estate inspections.
 - We will work with residents and partner organisations to identify and address safety concerns in shared spaces.
- **Oxford City Council will take action to tackle antisocial behaviour and hate incidents.**
 - We will provide accessible ways for residents to report antisocial behaviour and hate incidents.
 - We will contact residents reporting Category 1 antisocial behaviour (serious risk to individuals, the peace of the neighbourhood or hate incidents) within three working days.
 - We will contact residents reporting Category 2 antisocial behaviour (typically neighbour disputes, noise issues) within five working days.
 - We will complete a risk assessment where an individual is the target of antisocial behaviour or a hate incident.
 - We will keep residents informed about the progress of their case and notify them when their case is closed.
 - We will publish an Antisocial Behaviour Policy.
 - We will work with partner agencies to address antisocial behaviour and manage other neighbourhood issues.
- **Oxford City Council will support residents affected by domestic abuse.**
 - We will publish a Domestic Abuse Policy.
 - We will provide information, support and signposting for residents affected by domestic abuse, working with partner agencies to help residents access appropriate services.

Tenancy

- **Oxford City Council will allocate and let homes in a fair and transparent way, taking account of the needs of residents.**
 - We will allocate and let homes in line with our published Allocations Policy.
 - We will advertise homes through our choice-based lettings system wherever possible.
 - We will let homes based on assessed housing need, taking account of different needs and individual circumstances.
 - We will support residents affected by overcrowding or under-occupation to access suitable housing options.
 - We will take action to prevent and tackle tenancy fraud.
 - We will provide a fair and accessible process for reviewing and appealing allocation decisions.
- **Oxford City Council will support residents to sustain their tenancy.**
 - We will provide information about tenancy rights and responsibilities.
 - We will explain rent, service charges and tenancy conditions.
 - We will signpost residents to support services, including finance, wellbeing and tenancy management and relevant external agencies where needed.
 - We will seek to prevent evictions whenever possible.
 - We will provide advice and assistance to residents who are required to move from their home.
- **Oxford City Council will offer tenancies that meet residents' needs and make effective use of housing stock.**
 - We will publish a Tenancy Policy.
 - We will offer tenancies that are appropriate to residents' circumstances and the type of accommodation provided.
 - We will publish information about the types of tenancy we offer and how we manage tenancies.
- **Oxford City Council will support eligible residents to exchange their homes where appropriate.**
 - We will publish a Mutual Exchange Policy.
 - We will support tenants to access mutual exchange services, including free online services where available.
 - We will provide the information tenants need to make informed decisions, including information on rent, charges and tenure.