

Zen Housing Limited: Service Standards

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Policy Owner:	Board
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1 | Introduction

- 1.1. Service standards set out how we work with our customers and the level of service that our customers can expect from us. We have set minimum service standards in the following four key areas of our business:
- Customer service;
 - Neighbourhood services;
 - Repairs and maintenance;
 - Service charges; and
 - Health and Safety.
- 1.2. We welcome feedback from our customers on these standards, and we will work with our customers to ensure that these standards meet their expectations and are adhered to.
- 1.3. Throughout this policy, and for the avoidance of doubt, any reference to “Zen” or “we” can also be interpreted to mean “our property managers acting on our behalf.”

2 | Customer Service

- 2.1. In providing customer services, we or our property managers will:
- Offer customers a range of methods to contact us and our property manager, including telephone and email. In our ongoing commitment to delivering superior customer service, we will engage reputable property managers to oversee our properties and serve our residents. [We will also seek to gain

insight from customers on other contact methods that could be offered in the future];

- Offer an 'out of hours' telephone service for emergency repairs via our property managers;
- Acknowledge all correspondence from our customers within two working days;
- Provide a full response to all correspondence within ten working days; and
- Seek and welcome feedback on our service and constantly strive to improve our performance.

3 | Neighbourhood Services

3.1. When delivering neighbourhood services, we will ensure that:

- We maintain estates and communal areas for which Zen are responsible, to a high standard;
- We keep customers regularly updated on how we are tackling any concerns they raise about our neighbourhoods or about anti-social behaviour; and
- We involve customers in any major decision to change and improve the neighbourhood and communal services that we provide.

4 | Repairs and Maintenance

4.1. As Zen properties are shared ownership, the majority of repair liabilities sit with the customer. These will be clearly outlined in the lease agreement.

4.2. For repairs that are Zen's responsibility, we will:

- Seek to attend all emergency repairs, for which Zen are responsible, within 24 hours;
- Seek to attend all urgent repairs, for which Zen are responsible, within 7 days;
- Seek to complete all other repairs, for which Zen are responsible, within 30 days;
- Use customer feedback to improve our repairs and maintenance service; and
- Give notice to and consult with leaseholders on any relevant planned works, in accordance with the Landlord and Tenant Act 1985, which contains the primary legislation about consultation in section 20 of the Act.

5 | Housing Management Services

5.1. Rent

- Our shared ownership rents are usually set at 2.75% of the unsold equity or any other amount as determined by affordability requirements.
- We adjust shared ownership rents in April of each year in accordance with lease agreements.
- We will provide timely information to residents about rents and/or service charges
- We will offer residents a number of ways to pay rent including by direct debit and online.

5.2. Service Charges

- Service charges will be calculated annually;
- We will provide estimated annual service charges to residents each year;
- We will issue actual service charge (for the previous financial year) to residents, within six months of the end of the financial year;
- We will provide residents with written explanations of both estimated and actual service charges;
- We will offer residents a number of ways to pay service charges, including by direct debit and online
- We will consult in line with statutory requirements, good practice and the requirements of each lease.

6 | Health and Safety

6.1. Electrical safety

- 6.2. Zen will provide a current and satisfactory Electrical Installation Condition Report (EICR) on the electrical installation in all communal and shared areas for which Zen are responsible. These will be undertaken at recommended intervals (at least every 5-years), by an 'approved electrical contractor' and made available for inspection by the resident and ourselves upon request. The Electrical Installation Condition Report will confirm that the installation is safe for use, as specified in BS 7671:2008.
- 6.3. Where appliances are provided in communal areas, an annual Portable Electrical Appliances (PAT) Report must be issued by an 'approved electrical contractor' and be in accordance with the relevant approved codes of practice. The tenant is entirely responsible for the repair or renewal of appliances in their properties not owned by Zen.

- 6.4. For communal areas where responsibility for electrical safety is the responsibility of another party, Zen will ensure that safety assessments are undertaken, and that compliance certificates can be made available to its leaseholders.
- 6.5. Fire safety
- 6.6. Zen will ensure that arrangements are in place for undertaking Fire Risk Assessments (FRAs) for all premises where it is required by the Regulatory Reform (Fire Safety) Order 2005 (as amended by the fire safety provisions of the Building Safety Act 2022), and the prioritisation of actions recommended by the FRA.
- 6.7. For communal areas where responsibility for fire safety is the responsibility of another party, Zen will ensure that risk assessments are undertaken, and that compliance certificates can be made available to its leaseholders.
- 6.8. Gas safety
- 6.9. Zen will ensure that arrangements are in place for undertaking gas safety checks for all premises where it is required by the Gas Safety (Installation and Use) Regulations 1998, containing a gas system, which includes all gas appliances, except those which the tenant is entitled to remove.
- 6.10. In the delivery of its annual gas safety check responsibilities, Zen will make sure that a complete record of gas safety checks is kept for a minimum of two years from the date of the check and that residential tenants receive a copy of the record within 28 days of the date of the gas safety check, and that a copy of the latest record is provided to any new tenant.
- 6.11. Zen will ensure that it has written procedures for:
- gaining access to premises to conduct gas safety checks to ensure that the check is carried out within the 12-month requirement; and
 - ensuring that any actions arising from gas safety checks or any other event, such as gas incidents, are prioritised, attended to in a timely manner, and suitable records of actions are maintained.
- 6.12. Water safety (legionella)
- 6.13. Zen will ensure that arrangements are in place for undertaking legionella risk assessments and sample testing of all relevant water systems (where Zen has responsibility for shared water tanks and systems) by a competent contractor who acts as the Responsible Person under Legionnaires' disease - The control of legionella bacteria in water systems, L8 (4th Edition).
- 6.14. For shared water tanks where responsibility for water safety is the responsibility of another party, Zen will ensure that assessments are undertaken, and that compliance certificates can be made available to its leaseholders.

7 | Monitoring and Performance

- 7.1. The Board has overall responsibility for ensuring the compliance of these service standards, both by Zen itself and those acting on behalf of Zen.
- 7.2. Zen will monitor its own compliance, and the compliance of its managing agents, with this policy.

8 | Policy Review

- 8.1. The policy will be reviewed annually unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.
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