

# Your Service Standards Guide Book 2008 - 2010

# 2010

ROTHERHAM LTD

TURNING HOUSES INTO HOMES

Creating and sustaining better homes, neighbourhoods and communities



[www.2010rotherham.org](http://www.2010rotherham.org)

This Document sets out the Standards of Service you can expect from 2010 Rotherham LTD. If you would like to speak to us about them in a different language please call us on 01709 822292 or take it into your nearest Housing Office and we will arrange an interpreter for you.

這份資料列明你對2010 Rotherham 有限公司提供服務的應有準則。凡有意採用其他語言方式跟本公司商討有關問題者，請致電01709 822292或親臨附近的區域房屋辦事處通知，我們將會安排傳譯員為你解答問題。

این فرمهای ارائه داده شده، سرویسهای استاندارد هستند که شما متوانید از سال 2010 از رادرهام ال تی دی انتظار داشته باشید. اگر شما نیاز دارید در این مورد با زبان مختلف دیگری با ما صحبت کنید لطفاً با شماره 01709 822292 با ما تماس حاصل فرمایید یا می توانید آن را به نزدیکترین اداره هوزینگ ارائه نماید تا ما برای شما مترجم فراهم کنیم.

Ce document présente les standards du service que vous pouvez attendre de 2010 Rotherham Ltd. Si vous désirez en parler dans une langue différente veuillez nous appeler au 01709 822292 ou apportez-le à votre service de maison (housing office) le plus proche et nous arrangerons pour vous un interprète.

هذه الوثيقة تعرض معايير الخدمة التي يمكن ان تتوقعها من 2010 رظرهام المحدودة. إذا كنت تريد التحدث معنا عنها في لغة مختلفة يرجى الإتصال بنا على 01709 822292 أو خذها إلى أقرب مكتب سكني لك وسنرتب لك مترجم.

Tento dokument objasňuje úroveň služeb, kterou můžete očekávat od 2010 Rotherham LTD. Pokud si s námi o nich budete chtít promluvit v jiném jazyce, prosím kontaktujte nás na telefonním čísle 01709 822292. Popřípadě vezměte tento dokument na nejbližší bytový úřad (Housing Office) a my vám zajistíme tlumočníka.

اس دستاویز میں سروس کے وہ معیار دیئے گئے ہیں جنکی آپ 2010 رادرهم لمیٹیڈ سے توقع رکھ سکتے ہیں۔ اگر آپ ان معیاروں کے متعلق ہم سے بات چیت کرنا چاہتے ہیں تو براہ مہربانی ہمیں 01709 822292 پر فون کریں یا اسے اپنے قریب ترین مکانات کے دفتر (ہاؤسنگ آفس) میں لے جائیں اور ہم آپ کیلئے ایک ترجمان کا انتظام کر دیں گے۔

ITS - Tr652 into 7 Languages: 1- English, 2- Chinese, 3- Farsi, 4- French, 5- Arabic, 6- Czech & 7- Urdu



INVESTOR IN PEOPLE



Here's  
the Deal!

## Accessing our services

This Guide Book gives you information about our service standards. If you would like a copy in Large Print, Braille, Audio-tape or electronically, please contact the Service Quality Officer on (01709) 822292 between 8.45am and 4.30 pm, or  
Email: [2010-performanceandserviceimprovement@2010rotherham.org](mailto:2010-performanceandserviceimprovement@2010rotherham.org).

### You can also access our services in the following ways:

- Visit our website at either:  
[www.2010rotherham.org](http://www.2010rotherham.org)  
[www.rotherham.gov.uk](http://www.rotherham.gov.uk)
- Telephone one of our offices
- Visit our Neighbourhood Offices where we provide induction loops and text-talk facilities
- Send a letter to any of our offices
- Email any of our offices.

Contact details for each of our Neighbourhood Offices can be found towards the back of this guide, in the section called **How to get more help and information**.

### To help you we will:

- Provide same gender interviews upon request
- Provide a Large Print, Braille, Audio Tape or Electronic version within 4 weeks of receiving the request
- We will talk with customers about our services or any documents they are interested in using interpretation services such as Language Line.

Please see the section '**How to get more help and information**' on page 37 for details of your local Neighbourhood Office.

This document is also available in other languages, please see front cover.

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If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## What is 2010 Rotherham Ltd?

2010 Rotherham Ltd was set up in May 2005, with the support of residents, to manage, repair and improve Rotherham's 21,000 Council homes and aims to create cleaner, greener and more attractive neighbourhoods for our customers.

We are an organisation with an exciting and ambitious vision for the future, and real enthusiasm about what we can achieve together.

We have £350 million to invest up until 2010 and are working closely with local communities, giving people the chance to be involved in shaping the environment in which they live.

The organisation is non-profit making and it is wholly owned by Rotherham Metropolitan Borough Council.

Our Mission is to "work with our diverse communities and our partners to improve the quality of life, and make every neighbourhood safe, clean and proud".

Our vision is to "create and sustain better homes, neighbourhoods and communities".

We are contributing to the Council's themes of Rotherham Safe and Rotherham Proud.

### At 2010 Rotherham Ltd we believe in:

- Respecting all our customers and their diverse needs
- Being open and honest
- Listening, learning and achieving
- Continuous improvement
- Working with partners and communities for a better future
- Value for money
- Being a good and caring employer
- Respecting the environment now and for future generations.

### In pursuit of our vision and mission, we have the following strategic aims:

- Be an excellent provider of housing management services
- Improve and sustain the quality of council housing in Rotherham
- Create cleaner, greener, safer neighbourhoods
- Explore opportunities for new business
- Develop as an organisation to respond to future challenges.

## What are Service Standards?

Service Standards are our promise that we will provide a minimum level of service for all our customers.

These standards have been developed by working closely with customers to understand what is important to them. The next review will commence in November 2009 and you can have your say by completing any questionnaires sent to your home or by coming along to any of our Service Standard Review events.

Marion from Broom Valley came along to our event in November 2007 and said:

*“It was a worthwhile opportunity for a coffee and a chat with the people who can bring us better homes – keep up the good standards”*



Photograph taken at our Service Standard Event November 2007.

## Keeping our Promise

To make sure we are delivering to these standards, you can have your say by:

- Customer Satisfaction surveys – please help us by completing any surveys that are sent to your home
- Completing a Customer Suggestion form on our website or at any Neighbourhood Office
- Completing a Customer Complaint form on our website or at any Neighbourhood Office
- Completing a Customer Compliment form on our website or at your local Neighbourhood Office
- Becoming a Customer Inspector by joining our Continuous Improvement and Customer Inspection Team.
- Getting involved in a Service Improvement Group (SIG).

The results of these activities will then be used to ensure service improvements are designed around what customers want.

We will keep you informed about how we are doing through our quarterly Service Standards Customer Forum, and by publishing a quarterly report on-line at [www.2010rotherham.org](http://www.2010rotherham.org)

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## CUSTOMER CARE CHARTER

2010 Rotherham Ltd works alongside Rotherham Metropolitan Borough Council to provide excellent services to all our customers through the 'people and service first' charter. To show our commitment we will:

- Make sure our services meet all our customers' needs by listening to what they say
- Treat all people fairly and courteously
- Treat people as individuals and respect their dignity and confidentiality
- Explain in a clear and sensitive way if we are unable to provide a service that our customer wants
- Deal with all enquiries and complaints thoroughly, promptly and honestly and learn from mistakes that we find
- Give clear and relevant information in a format that all our customers can understand
- Make sure that our buildings and services are safe and easy to find and use
- Involve customers and staff when setting and monitoring standards so that we can constantly improve our services
- Train and encourage our staff to develop their skills so they can provide an excellent service and support them when they need help
- Ensure partners and contractors share our beliefs and principles on customer care.

# 2010 Rotherham Ltd Customer Care Standards

## Our Promise to You

2010 Rotherham Ltd are committed to providing quality services that everyone finds easy to use. These are delivered openly, fairly and politely by well informed staff, who take pride in what they do and respect individual needs.

Standard	Target	Monitoring	Reported to
<b>We will make sure staff contact details and their roles are up to date and that every Neighbourhood Office has a family tree showing all the members of staff at that office This information will also be available on the 2010 website</b>	100%	Reality Checks Customer Complaints, Compliments and Suggestions 2010 Website Quarterly Service Standard Report & Annual review	Corporate Performance Management – Quarterly  Performance Committee – Quarterly
<b>Respond to all complaints within prescribed timescales: Stage 1 = 10 days Stage 2 = 20 Days Stage 3 = 20 Days</b>	95%	Complaints management system Quarterly Service Standard Report & Annual review	Service Standard Customer Forum - Quarterly
<b>Respond to all Councillor surgeries within 10 working days</b>	100%	Complaints management system Quarterly Service Standard Report & Annual review	Rotherham Metropolitan Borough Council Corporate Information Governance Group Corporate Performance Management – Quarterly Performance Committee – Quarterly
<b>Respond to all Freedom of Information requests within 20 working days</b>	100%	Freedom of Information Management database Quarterly Service Standard Report & Annual review	Corporate Performance Management – Quarterly Performance Committee – Quarterly
<b>Respond in full to all letters within 10 working days</b>	100%	Housing Management database Quarterly Service Standard Report & Annual review Post monitoring records	Corporate Performance Management – Quarterly Performance Committee – Quarterly Service Standard Customer Forum – Quarterly

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## Continued...

Standard	Target	Monitoring	Reported to
<b>Answer telephones stating our name and location, within 7 rings</b>	90%	Reality Checks	Corporate Performance Management – Quarterly
<b>See you in private within 10 minutes when you visit us. If we cannot see you within this time we will tell you how long you may be waiting and offer you an appointment for another time</b>	100%	Customer Complaints, Compliments and Suggestions	Performance Committee – Quarterly
<b>Ensure our receptions are clean and tidy and provide a box of toys for children</b>	100%	2010 Website	Service Standard Customer Forum - Quarterly
<b>We will wear identification badges in a visible place and show them to customers when we meet them</b>	100%	Quarterly Service Standard Report & Annual review	

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

# YOUR NEW HOME

## What is the Your New Home Service?

Your New Home is the service that you will receive as you make the transition to become a tenant of Rotherham Metropolitan Borough Council.

The service is based on the following three stages which guide you from viewing your new home, to moving in. More detail on what these three stages include is explained in the following tables on pages 10, 11 & 12.

### 1. Accepting your new home

This includes performing all the necessary background checks on you as the new tenant and inviting you on an accompanied viewing of the property. Following your acceptance of the property we will then go on to sign you up to the legally binding contract which sets out the rights and responsibilities of being a tenant - this is called the Tenancy Agreement.

### 2. Moving into your new home - The Houseproud Standard

This stage is about making sure that the property is ready for you to move in. The 'Houseproud Standard' was decided by customers and sets the minimum condition to which all homes should be let.

### 3. Now that you have settled into your new home

Finally, this stage is about making sure you have settled into your new home and have all the information that you need for your tenancy.

To make sure we have met these standards we will ask you to complete a satisfaction survey, which is based on the level of service that you should expect to receive. This will be given during the Houseproud visit 4 weeks after you have moved into your new home.

In order to ensure we deliver a high quality service, our Customer Inspectors regularly check our empty properties to make sure they meet the Houseproud Standard. If you are interested in becoming a Customer Inspector please contact the Performance and Service Improvement Team for more information, Tel: (01709) 822292.

## 1. Accepting Your New Home

Standard	Target	Monitoring	Reported to
Carry out an accompanied viewing of the property with you whilst it is empty and give you a date when the property will be ready for you to move in	100%	Houseproud Customer Satisfaction survey	Your New Home Service Improvement Group (SIG) – every 6 weeks
Explain your Tenancy Agreement before you sign it and provide you with a copy	100%		
Give you a 2010 Customer Handbook	100%	Housing Management database	Service Standard Customer Forum – Quarterly
Help you complete any housing and council tax benefit claim forms during the sign-up process, if you need help to pay your rent	100%	Quarterly Service Standard Report & Annual review	Corporate Performance Management – Quarterly
Carry out repairs to the Houseproud Standard	90%		
Provide you with a copy of the repairs contract	100%	Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team	Performance Committee – Quarterly
Test and commission the central heating system within 3 days of you confirming your supply company	98%		

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## 2. Moving into your new home - The Houseproud Standard

Standard	Target	Monitoring	Reported to
<b>Make sure the property is weatherproof and structurally sound before you move in</b>	100%	Houseproud Customer Satisfaction survey	Your New Home Service Improvement Group (SIG) – every 6 weeks
<b>Make sure the property is free from rising or penetrating damp before you move in</b>	100%	Housing Management database	
<b>Carry out gas and electrics safety checks before you move in</b>	100%	Quarterly Service Standard Report & Annual review	Service Standard Customer Forum – Quarterly
<b>Fit 5 Lever security locks to each empty property, as a minimum</b>	100%		Corporate Performance Management – Quarterly
<b>Provide a Houseproud bucket with a home starter pack including: cleaning agents, washing-up liquid, rubber gloves and dusters in your new home when you move in</b>	100%		
<b>Make sure the property and gardens are safe and clear of the previous tenants' belongings and any rubbish and debris before you move in</b>	100%	Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team	Performance Committee – Quarterly

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

### 3. Now that you have settled into your new home

Standard	Target	Monitoring	Reported to
<p><b>Visit you within four weeks to make sure you are happy in your new home. Leave you a Houseproud Satisfaction Survey and freepost envelope, and make sure your housing benefit claim is being dealt with</b></p>	100%	<p>Houseproud Customer Satisfaction survey</p> <p>Housing Management database</p>	<p>Your New Home Service Improvement Group (SIG) – every 6 weeks</p> <p>Service Standard Customer Forum – Quarterly</p>
<p><b>Provide you with four energy efficient light bulbs as part of your Houseproud Bucket</b></p>	100%	<p>Quarterly Service Standard Report &amp; Annual review</p> <p>Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team</p>	<p>Corporate Performance Management – Quarterly</p> <p>Performance Committee – Quarterly</p>

#### Decoration

When a property is inspected we will take into account the condition of the internal decoration. In some instances, where we feel the standard is not reasonable, we will offer you decoration vouchers, a cheque or credit to your rent account to the value of £25 per room, so that you can purchase materials for you to decorate.

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

# TENANCY & ESTATE MANAGEMENT

## What is a Tenancy?

A tenancy begins when you sign a legal contract called a Tenancy Agreement. This contract sets out your rights and responsibilities as a tenant.

There are two types of tenancy depending on your circumstances:

### Introductory Tenancies

If you are a new tenant (i.e. this is your first council tenancy) you will have an introductory tenancy which means you will not have the right to exchange with another council or social housing tenant or transfer to another council property. You will not have the right to make any alterations to your property, although you can decorate and make it more comfortable. Within this first year we will monitor your tenancy closely to make sure you can manage your rent and can adhere to the other conditions of your tenancy.

### Secure Tenancies

If you have maintained your rent payments and have adhered to the other conditions of your tenancy, you will automatically become a secure tenant. You will then have the right to exchange with another secure council or social housing tenant, transfer to another council property or make alterations to your home once permission has been granted.

For more information on the conditions of your tenancy please see your Tenancy Agreement which will be in your sign-up pack. If you cannot find it you will be able to obtain a copy from your local Neighbourhood Office.

## Your Responsibilities

As a tenant of Rotherham Metropolitan Borough Council, you are responsible for following the conditions set out in your Tenancy Agreement. If you do not follow these conditions, 2010 Rotherham Ltd will take action which may result in you losing your home.

An example of one condition is:

- 10.b** Tenants, other residents or visitors to their home must not behave in a way that causes or is likely to cause a nuisance, annoyance or disturbance to any other person in the locality of their home

## Our Responsibilities

In order to ensure that where you live is safe, green and clean, 2010 Rotherham Ltd works in partnership with Rotherham Metropolitan Borough Council and South Yorkshire Police to provide Neighbourhood Management support for all residents of Rotherham. This includes delivering a caretaking service to improve the environment where you live by removing dumped furniture, fly-tipping, drug rubbish and graffiti.

The following tables list the standards of service that you should expect.

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## TENANCY & ESTATE MANAGEMENT SERVICE STANDARDS

Standard	Target	Monitoring	Reported to
<b>We will visit you at least once every two years to check your tenancy details and also to inspect the condition of the property and gardens (if applicable)</b>	90% (over 2 years)	Housing Management database	Estate Management Service Improvement Group (SIG)
<b>We will carry out neighbourhood walkabouts every six weeks and invite tenants and residents using posters and our website</b>	95%	Quarterly Service Standard Report & Annual review	
<b>We will inspect garage sites and communal areas of flats once a month and take appropriate steps to keep them clean and safe</b>	95%	Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team	Service Standard Customer Forum – Quarterly
<b>We will work with partners to ensure that enclosed communal areas will have the windows cleaned twice per year and receive a weekly cleaning service that will include cleaning window ledges. Internal communal doors and banisters and floors will be left clean and free of dust. Stains and spillages will be removed from the floors and stairs</b>	97%	Complaints Caretaking Team meetings Leaseholder Forum Quarterly Service Standard Report & Annual review	Corporate Performance Management – Quarterly  Performance Committee – Quarterly
<b>We will work with partners to remove drug litter within 2 hours of the report being received</b>	98%	Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team	Area Housing Panels

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## Continued...

Standard	Target	Monitoring	Reported to
<b>We will work with partners to remove non offensive graffiti within four working days of receiving the report</b>	94%	Housing Management database  Estate Walkabouts	Estate Management Service Improvement Group (SIG)
<b>We will work with partners to remove racist, obscene and offensive graffiti within one working day of receiving the report</b>	95%	Caretaking Team meetings	Service Standard Customer Forum – Quarterly
<b>We will visit all tenancies where there are reported breaches of tenancy within five working days and take prompt action</b>	95%	Quarterly Service Standard Report & Annual review  Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team	Corporate Performance Management – Quarterly  Performance Committee – Quarterly  Area Housing Panels

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

# DEALING WITH ANTI-SOCIAL BEHAVIOUR

In addition to these Service Standards, we work closely with Rotherham Metropolitan Borough Council and our partners to deal with anti-social behaviour and have produced a joint Service Standard dedicated to helping victims. If you would like a copy of the Dealing with Anti-Social Behaviour Service Standards please contact your local Neighbourhood Office. All contact details are provided toward the back of this guide book in the section called **How to find more help and information**.

Here is some key information about anti-social behaviour.

## What is anti-social behaviour?

The Crime and Disorder Act 1998 describes anti-social behaviour as:

*“Acting in a manner that causes or is likely to cause harassment alarm or distress to one or more persons not in the same household”.*

Examples include but are not limited to:

### ■ Neighbour Problems

These are disputes which can happen between two neighbours and cover complaints about noise, verbal abuse, boundary disputes, harassment and intimidation, nuisance children, car repairs, damage to property and barking dogs.

### ■ Neighbourhood Problems

These affect a number or a group of people living in a neighbourhood and are problems such as: graffiti, dog fouling, fly tipping, nuisance youths congregating, off-road motor cycling and abandoned vehicles.

## Where to report anti-social behaviour

You can report anti-social behaviour in person or by telephone at your local 2010 Neighbourhood Office or by telephoning your local Safer Neighbourhood Team (SNT) regardless of whether you rent or own your home.

We work with partners in Safer Neighbourhood Teams, which include 2010 Rotherham Ltd staff, South Yorkshire Police, Police Community Support Officers and Rotherham Wardens in order to provide support for communities, compiling evidence and taking statements.

We aim to resolve all minor incidents of anti-social behaviour by using mediation services and enforcing tenancy conditions. If a case has a more serious nature we will support Rotherham Metropolitan Borough Council's Anti-Social Behaviour Unit by compiling comprehensive evidence on the case.

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## ANTI-SOCIAL BEHAVIOUR SERVICE STANDARDS

Standard	Target	Monitoring	Reported to
<b>We will visit complainants reporting non serious ASB relating to council tenants within five working day of receiving the report</b>	95%	Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team	Estate Management Service Improvement Group (SIG)
<b>We will visit complainants reporting serious cases of ASB relating to council tenants within one working day of receiving the report</b>	95%		Corporate Performance Management – Quarterly
<b>We will tell you what action we intend to take and keep you informed of the case progress by contacting you on a fortnightly basis until the case is closed</b>	95%	Housing Management database	Performance Committee – Quarterly
<b>When we close a case we will confirm this with a letter</b>	100%	Quarterly Service Standard Report & Annual review	Service Standards Customer Forum – Quarterly

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## Gardening Scheme

We provide a subsidised gardening service for tenants who are disabled or elderly and in receipt of benefits. The gardening service will cut your grass and trim any hedges which are less than two metres high, for a charge of £10 per visit.

To find out if you qualify, and to apply for this service, please contact the Gardening Scheme Team on telephone number: (01709) 822205.

### GARDENING SCHEME SERVICE STANDARDS

Standard	Target	Monitoring	Reported to
<b>We will contact you to arrange an appointment at least three days before carrying out works to your garden</b>	100%	Housing Management database	Estate Management Service Improvement Group (SIG)
<b>We will provide you with a receipt for your payment</b>	100%		
<b>We will carry out three visits per year to each garden registered on the scheme</b>	98%	Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team	Corporate Performance Management – Quarterly
<b>We will cut your grass on each visit</b>	98%		Performance Committee – Quarterly
<b>We will trim hedges that are no higher than two meters on each visit</b>	98%		Quarterly Service Standard Report & Annual review
<b>We will remove all gardening-related rubbish on each visit</b>	98%		

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

# INFESTATIONS

## What is the Infestations Service?

We are responsible for treating some infestations within your Council home. To do this we will work closely with Rotherham Metropolitan Borough Council Environmental Health who will treat the infestation on our behalf.

## What to do if you have an infestation

If you notice an infestation in your council home you should first try to treat it yourself. Be careful – if you do not recognise the insect or animal you should always seek advice about how to proceed.

If you need further help you should inform your local Neighbourhood Office who will report your infestation to Rotherham Metropolitan Borough Council Pest Control. Details of your local Neighbourhood Office are provided towards the back of this guide book in the section called 'How to get more help and information'.

## Infestations in your home

We will treat the following infestations in your home free of charge:

Cockroaches	Biscuit Beetles
Fleas	Carpet Beetles
Ants & Flying Ants	Pigeons
Bees	Rats
Wasps	Mice.

## Infestations outside your home

We will not treat some infestations outside of your home, for example pigeons or squirrels nesting in your eaves, or insect nests in your garden. For these kinds of infestation, please contact Rotherham Metropolitan Borough Council Pest Control for further information on telephone number (01709) 823118.

## INFESTATIONS SERVICE STANDARDS

Standard	Target	Monitoring	Reported to
<b>We will refer all reports to Environmental Health within two hours of receiving your report</b>	98%	Housing Management database  Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team  Quarterly Service Standard Report & Annual review	Estate Management Service Improvement Group (SIG)  Corporate Performance Management – Quarterly
<b>Pest Control will contact you within one working day to arrange an appointment</b>	98%	Pest Control response information	Performance Committee – Quarterly
<b>Pest Control will treat for rats in your home within one working day, and mice in your home within three working days</b>	98%	Customer Satisfaction Survey	Service Standards Customer Forum - Quarterly
<b>Pest Control will treat for any other infestation within seven working days</b>	98%	Quarterly Service Standard Report & Annual review	

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

# REPAIRS AND MAINTENANCE

## What is the Repairs and Maintenance service?

2010 Rotherham Ltd maintains all council properties by providing a repairs service to make sure all council housing is both safe and warm, and where tenants can thrive and enjoy life.

This service includes emergency as well as routine repairs on occupied properties, programmed works such as gas servicing, and electrical safety checks.

To deliver this service we work in partnership with the council and RBT Connect who assist us to offer you a variety of options to report your repair. Your options for reporting your repair are:

- By telephone to RBT Connect on (01709) 336009 Monday to Friday, 8am to 8pm
- By free-phone at your local Neighbourhood Office to extension 6009
- On-line at [www.2010rotherham.org](http://www.2010rotherham.org)
- By telephone to our 'out of hours' emergency service - (01709) 376711
- By letter to your local Neighbourhood Office
- In person at any Neighbourhood Office
- By speaking to your Neighbourhood Champion or Neighbourhood Housing Officer on the estate.

## Emergency and Urgent work

Emergency works are covered by 24 hour call-out service.

### **We will attend to the following emergency repairs within four hours:**

- Complete loss of power or heating & hot water
- A flood or seriously leaking pipe
- Downstairs broken windows
- Anything else that may result in serious injury or fatality.

### **We will attend to the following emergency repairs within 24 hours:**

- Upstairs broken window
- Power loss affecting main kitchen appliances or health equipment
- Anything else that is a risk to your health and safety, but is not likely to be immediate.

### **We will attend to urgent repairs within five days. Examples of urgent repairs are:**

- Blocked toilet but having another toilet within the property – 72 hours
- No lighting in one room – 72 hours or five days dependent on the room
- A minor leak from the kitchen sink – 72 hours.

Where possible, we make every attempt to provide a service that is responsive to all our customers' needs and to reduce the risk to vulnerable tenants.

We aim to complete the repair during the first visit. Sometimes we have to do a temporary repair, and then arrange an appointment for the remedial work to be completed. We will put the problem right within four weeks of you reporting it to us.

We will then use the results and comments from customers to learn and improve from your experiences.

## **Programmed Repairs**

Some non-urgent maintenance work may be put into a programme, along with similar repairs and dealt with at a later date.

Repair programmes help us to spend your money more wisely. If you request a repair for work that is to be programmed, we will contact you to explain when the work will take place.

## REPAIRS AND MAINTENANCE SERVICE STANDARDS

Standard	Target	Monitoring	Reported to
Keep all appointments made where we need access to your home to carry out a repair	97.85%	How Did We Do satisfaction survey & monthly report	Repairs & Maintenance Service Improvement Group (SIG)
Complete all emergency repairs within 24 hours	97.85%		
Complete all urgent repairs within five working days	99%	10% satisfaction checks	Corporate Performance Management – Quarterly
Complete all non-urgent responsive repairs within four weeks	99%		
Complete your repair on the first visit	98%		
Ask permission to use electricity, water and your toilet. We will explain who we are, why we are visiting your home and what we will be doing	100%	Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team	Performance Committee – Quarterly
Following your repair we will leave the work area clean and tidy with all work related rubbish removed or collected within 24 hours	100%	Quarterly Service Standard Report & Annual review	Service Standards Customer Forum - Quarterly
Be polite and courteous at all times and not use offensive language	100%		

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

# GAS SERVICING

## What is the Gas Safety Service?

Rotherham Metropolitan Borough Council, as your landlord, has a legal duty to ensure that all gas appliances within your home are maintained and safety checked on an annual basis. This is called Annual Gas Servicing and includes items such as:

- Gas fires
- Fired back boiler units
- Combination wall mounted boilers
- Living flame effect fires.

This may also include customers' own gas appliances for which you should have had written permission to install. Items such as cookers are the sole responsibility of the customer.

The '**Gas Safety (Installation and Use) Regulations 1998**' states that, "All reasonable steps should be taken by landlords (including through Tenancy Agreements) to ensure access to property for safety checks and maintenance work to be done, this may involve giving written notice to a tenant (e.g. by recorded delivery) explaining the reasons why access is required and requesting arrangements to be made (at a mutually agreed date/time)".

2010 Rotherham Ltd manages Council homes for Rotherham Metropolitan Borough Council through a Management Agreement and so will carry out these annual checks to maintain the health and safety of our customers in their homes. Our engineers will carry large print and Braille identity badges.

To ensure we provide a high quality service, all our Gas engineers are CORGI registered and undertake training every five years. CORGI is the national watchdog for gas safety in the United Kingdom.

For more information on CORGI please visit their website at:  
[www.trustcorgi.com/consumers.htm](http://www.trustcorgi.com/consumers.htm)

**If you refuse to allow us access we will take legal action to get into your home - you will be charged for the cost.**

## Tenants' Responsibilities

In order to minimise disruption in your home and ensure an efficient service, the Gas Service Team make the following requests:

- That customers allow their heating systems to cool for at least 30 minutes before their appointment
- That customers clear immediate work areas such as boiler cupboards, access to gas meters and the lounge area if possible.

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## GAS SAFETY SERVICE STANDARDS

Standard	Target	Monitoring	Reported to
<b>We will tell you that the annual gas safety programme is moving into your area by letter at least two weeks in advance</b>	100%	How Did We Do satisfaction survey & monthly report  10% satisfaction checks	Gas Safety Service Improvement Group (SIG)  Corporate Performance Management – Quarterly
<b>Complete your annual gas service within 90 minutes of arriving at your home</b>	100%	Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team	Performance Committee – Quarterly

Please contact the team to discuss your needs on:  
01709 822265

In addition to these standards you can also expect the Gas Safety Service to comply with the Repairs and Maintenance Service Standards and the Customer Care Service Standards.

# DECENT HOMES

## What is the Decent Homes Service?

By the year 2010, the government expects that 95% of all social housing will meet the Government's Decent Homes standard.

The Government department of Communities and Local Government say that:

"Decent homes are important for the health and well-being of those living in them".

Through working with customers we have introduced a further element of choice which will enhance properties to a higher Rotherham standard.

To meet our higher Rotherham standard which is the Decent Homes Plus Standard, your home must:

- Be free from damp
- Be in a reasonable state of repair
- Have a kitchen less than 20 years old
- Have a bathroom less than 20 years old
- Have an effective heating system and insulation
- Have double glazed windows
- Have secure external doors.

The Decent Homes scheme is a fantastic opportunity for you to have work completed on your home, of which you can be proud. Whilst we appreciate the disturbance this may cause to you in your home, we hope that you will be able to see the benefits in providing better quality accommodation for today and the future, and be happy with the results.

In order to deliver Decent Homes, 2010 Rotherham Ltd works in partnership with the following companies to provide a range of services:

### **Internal Refurbishment Contractors**

RokBuild  
Connaught  
Keepmoat plc Group (Bramall Construction)  
Henry Boot

### **Security (Windows & Doors) Contractors**

Anglian Building products  
Yorkshire Windows

### **Survey Contractors**

Arcus Consulting  
Michael Dyson Associates Ltd

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## DECENT HOMES SERVICE STANDARDS

Standard	Target	Monitoring	Reported to
<b>Provide customers with a scope of works letter before work is started in their homes</b>	100%	Decent Homes Customer Satisfaction survey & Monthly Progress Report	Decent Homes Service Improvement group (SIG)
<b>Complete works within 20 working days of the start date or within the timescales agreed with the customer</b>	98%	Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team	Corporate Performance Management – Quarterly
<b>Ensure the work carried out is of good quality</b>	90%		Performance Committee – Quarterly
<b>We will aim to achieve high levels of satisfaction with the service you have received</b>	95%		Quarterly Service Standard Report & Annual review
<b>We will quality check 10% of completed properties</b>	95%		

In addition to these standards you can also expect the Decent Homes Service to comply with the Repairs and Maintenance Service Standards and the Customer Care Service Standards.

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

# AIDS AND ADAPTATIONS

## What is the Aids and Adaptations Service?

2010 Rotherham Ltd Construction Services work in partnership with Rotherham Metropolitan Borough Councils Children and Young People's Services, Adult Services, Independent Living Services and Rotherham Primary Care Trust, to provide aids and adaptations to homes across Rotherham.

All residents of Rotherham have the right to request that their home is adapted to suit their needs whether they own or rent their home.

### How does it work?

If you are finding it difficult to get about in your home you may be confused about what you can do. Here is the process that is followed when you request an adaptation from the council:

1. You should make contact with Rotherham Metropolitan Borough Councils Children and Young People's Services, Adult Services or Independent Living Services to explain your situation and needs. Alternatively, if you are in Hospital or are living away from home due to care needs, Rotherham Primary Care Trust will contact the council on your behalf.
2. If your request is for a minor fixing such as a grab rail at a front door or a key-safe to help your care providers gain access, this will be referred to an Occupational Therapist who will carry out a telephone assessment to determine your needs. If approved, arrangements will be made for the work to be carried out.
3. If the adaptation is minor (costing under £1,000) this will be referred to an Occupational Therapist, who will interview you over the telephone. If approved, arrangements will be made for the work to be carried out.
4. If the adaptation is major (costing over £1,000) the request is referred onto service professionals for assessments including financial means-testing and possible re-housing. If the request is approved it will be processed as a Disabled Facilities Grant (DFG) application and the works will be placed into a schedule.
5. Arrangements will be made to carry out the works to agreed timescales at the earliest opportunity.



**Please see overleaf for examples of major and minor adaptations.**

## AIDS AND ADAPTATIONS SERVICE STANDARDS

Standard	Target	Monitoring	Reported to
<b>We will complete all Adaptations within 40 working days from receiving the works order from the Council</b>	95%	Housing Management Database	Corporate Performance Management – Quarterly
<b>We will complete all Minor Fixings within five working days from receiving the works order from the Council</b>	95%		
<b>Before carrying out major adaptations in your property we will meet with you to discuss the proposed works and provide you with a full list of all of the works that will be carried out</b>	96%	Quarterly Service Standard Report & Annual review	Performance Committee – Quarterly
<b>We will host an annual consultation event with customers to discuss service improvements and their needs</b>	100%		Service Standards Customer Forum - Quarterly

In addition to these standards you can also expect the Aids and Adaptations Service to comply with the Repairs and Maintenance Service Standards and the Customer Care Service Standards.

The following adaptations are examples and do not represent all types of adaptations available:

### Major Adaptations

- Level access showers
- Shower over bath
- Installing ramps
- Alterations to internal door openings
- Disability kitchens
- Step lifts
- Converting bathrooms
- Adding downstairs bathing facilities
- Installing a stair lift or through-floor lift
- Improving/providing specialist heating system
- Modular buildings and traditional extensions
- Adapting heating or lighting controls

### Minor Adaptation

- Tubular Steel rails
- Lever taps
- Mop stick stair rails
- Threshold ramps
- Pathways and steps
- Easy-going steps
- Door entry systems
- Minor Electrical works
- Minor plumbing works

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

# HOUSING INCOME

## What is the Housing Income Service?

The Housing Income Team manages a range of services including:

- Collection of rents and arrears payments
- Collection of rent payments from elderly or disabled tenants in their homes
- Visiting tenants at home to provide money advice and arrange arrears payments
- Debt/arrears prevention
- Current arrears recovery
- Assisting with former tenant arrears recovery
- Collecting Supporting People charges for Wardens and Rothercare
- Other recovery and collection including Court Costs, Home Contents Insurance and rechargeable repairs.

Our services are delivered from all Neighbourhood Areas on a weekly surgery timetable and by telephone from our team office. The Income Management Team office is at Norfolk House, Walker Place, Rotherham, S65 1HX. You can contact the team by telephone on (01709) 823431.

The income that we collect is used to provide services such as estate management, rent collection, allocating and letting properties and carrying out repairs to your home.

## How to pay your rent

In order to maximise our opportunities to collect rent we provide the follow flexible ways for you to pay your rent:

- Direct Debit
- Standing Order/Internet Banking Payments (where available)
- On-line by debit or credit card
- Automated telephone payments by debit or credit card
- Neighbourhood Office
  - By credit or debit card over the phone or at the desk
  - By cash or cheque at the desk
  - By post as cheque or postal order
- Post Office via Transcash – a small charge is applied by the post office for this service.

For further information about the Housing Income Service and your weekly surgery timetable please contact the Housing Income Team or your local Neighbourhood Office. Contact details can be found on page 37: **How to get more help and information.**

## HOUSING INCOME SERVICE STANDARDS

Standard	Target	Monitoring	Reported to
<b>We offer an automated telephone and internet payment service every day of the year</b>	100%	Housing Management database	Housing Income Service Improvement Group (SIG) - Quarterly
<b>We will provide all tenants with a rent statement every 13 weeks</b>	99%		
<b>We will provide weekly drop in and appointment surgeries at Neighbourhood Offices</b>	100%	Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team	Corporate Performance Management – Quarterly
<b>We will operate in accordance with the Ministry of Justice’s pre action protocol for possession claims based on rent arrears, in all cases, where we have commenced legal action for recovery of outstanding rent arrears</b>	100%		
<b>We will send customers switching to Direct Debit written confirmation of receipt of the mandate within 5 working days</b>	100%	Quarterly Service Standard Report & Annual review	Service Standards Customer Forum - Quarterly
<b>We will give you details of organisations that can offer you free and impartial advice about debt in all correspondence we send</b>	95%		

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

# LEASEHOLD MANAGEMENT

## What is the Leasehold Management Service?

A Leaseholder is a customer who is living in a flat which was previously owned by Rotherham Metropolitan Borough Council.

As a customer of 2010 Rotherham Ltd leaseholders can expect to receive the traditional estate management functions carried out for the benefit of all our customers – please see the Tenancy & Estate Management Service Standards on pages 13-17. In addition, Leaseholders receive some services which are exclusive to them as a group. You can see a table of the additional services on the following page.

## Your Responsibilities

As a leaseholder, you will normally own and be responsible for everything within the four walls of your property, with the exception of pipes and drains that also serve other properties.

## Our Responsibilities

As your landlord, Rotherham Metropolitan Borough Council remains the owner of the overall building and the land it stands on, and remains responsible for the maintenance and repair of the structure and exterior of the building. On behalf of Rotherham Metropolitan Borough Council, 2010 Rotherham Ltd will be responsible for this maintenance and repair.

For further information about your lease or rights and responsibilities, please see your Leaseholder guide book or contact the Leasehold Manager, on telephone number: (01709) 822200.

Alternatively, here are details of the national Leasehold Advisory Service who can provide free advice:

The Leasehold Advisory Service  
31 Worship Street  
London  
EC2A 2DX

Tel: 020 7374 5380  
Fax: 020 7374 5373  
Email: [info@lease-advice.org](mailto:info@lease-advice.org)  
URL: [www.lease-advice.org](http://www.lease-advice.org)

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## LEASEHOLDER MANAGEMENT SERVICE STANDARDS

Standard	Target	Monitoring	Reported to
<b>We will work with RMBC to ensure you receive your annual service charge statement by October each year which will include a clear and simple breakdown of charges</b>	100%	Leaseholder Satisfaction Survey	Leaseholder Forum
<b>We will conduct a property survey to determine possible repair &amp; maintenance costs over a five year period which we will use to set your service charge for that period</b>	100%	Housing Management database  Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team	Corporate Performance Management – Quarterly  Performance Committee – Quarterly
<b>We will send a Leaseholder satisfaction survey to all leaseholders in July each year</b>	100%		Service Standards Customer Forum - Quarterly
<b>We will ensure every Leaseholder has a handbook and that it is updated regularly</b>	100%	Quarterly Service Standard Report & Annual review	

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

# LISTENING TO YOU – GETTING THINGS DONE

## What are the ‘Listening To You – Getting Things Done’ Service Standards?

These standards sets out the level of service you can expect when you get involved in helping us to develop our services, as a customer.

In the same way that a tree needs water and sunshine to grow, we too need your experiences and expectations to develop our services. Here are the ways you can get involved:

### Key Player

Register to get involved in issues about Housing and Neighbourhood Management, in ways that suit you best, from attending meetings to filling in surveys

### Complaints, Compliments & Suggestions

Your views are always welcome and help 2010 Rotherham Ltd to improve services

### Continuous Improvement and Customer Inspection Team

Gives you the chance to ‘reality check’ 2010 Rotherham’s services and standards on a monthly basis

### Leaseholder Forum

Where leaseholders meet bi-monthly to discuss issues and ways to improve services

### Tenants’ & Residents’ Associations (TARAs)

Care and campaign for local communities

### Rother Fed

Uniting and representing tenants and residents in the decisions about their homes and communities

### Area Housing Panels (AHP)

Enable local people to identify environmental improvements, using a budget of £20,000\* to make things happen. (\*subject to annual budget setting)

### Service Improvement Groups

Make sure that customers are involved in making decisions that affect the services they receive. For example Decent Homes, Repairs & Maintenance, Your New Home, Tenancy & Estate Management

### Strategic Housing Partnership

Part of the Rotherham Partnership

### 2010 Rotherham Ltd Board

Where Directors make decisions on behalf of the company

### Our Service Standards Customer Forum

Helping us to monitor performance against our Service Standards

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

# LISTENING TO YOU SERVICE STANDARDS

Standard	Target	Monitoring	Reported to
<b>We will publish a Monthly Calendar of Consultation on the website and in all Neighbourhood Offices</b>	100%	Compact Monitoring Group	Corporate Performance Management – Quarterly
<b>Give you 14 days notice by letter for every consultation event</b>	100%	Reality Checks by the Continuous Improvement and Customer Inspection Team and Performance and Service Improvement Team	Performance Committee – Quarterly
<b>Provide a variety of methods to consult customers</b>	100%	Quarterly Service Standard Report & Annual review	Service Standards Customer Forum - Quarterly
<b>We will produce a 2010 Newsletter every three months to keep you informed about changes, activities and performance</b>	100%	Consultation planning pack	

## Useful Contacts

Here are some useful organisations that can also give you help and advice:

### Rotherham Tenants and Residents Federation

Tenant Resource Centre - (01709) 382121 ext 2274

### Voluntary Action Rotherham

(01709) 829821, [admin@varotherham.org.uk](mailto:admin@varotherham.org.uk)

### Tenant Participation Advisory Service (TPAS)

Free phone – 0500 844111, [www.tpas.org.uk](http://www.tpas.org.uk)

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## Putting things right

We always try to provide the best service that we can and make improvements wherever possible. We do this by using customer feedback to improve the quality of service we deliver to you.

2010 Rotherham Ltd values your comments, suggestions and feedback. You can make suggestions about anything that you feel would improve our service through the customer suggestion scheme.

### To make a suggestion or give feedback you can either:

- Complete the section at the back of this booklet
- Fill in a suggestions form available from your local Neighbourhood Office
- Fill in an on-line Feedback form at [www.2010rotherham.org](http://www.2010rotherham.org) and click on the 'Your Views' link
- Contact your local Neighbourhood Office, Decent Homes Team or Performance and Service Improvement Team - please see section called **How to get more help and information.**

### **Feedback**

If you would like to give us feedback on the service that you have received, please contact your Neighbourhood Champion or Neighbourhood Housing Officer at your local Neighbourhood Office. Following this if you are still not happy then we encourage you to make a complaint. You can pick up a complaint or feedback form from any council or 2010 Neighbourhood Office or on our website at: [www.2010rotherham.org](http://www.2010rotherham.org)

2010 Rotherham Ltd follows an internal process to resolve any complaints. If you have followed this process and are still not satisfied that your complaint has been resolved, you may wish to write to the Local Government Ombudsman setting out details of your complaint at:

Local Government Ombudsman  
Commission for Local Administration in England  
Beverley House  
Shipton  
York  
YO3 6FZ  
Telephone: (01904) 662300

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

# HOW TO GET MORE HELP AND INFORMATION

## Speak to your local Neighbourhood Office

### Opening times:

Monday	8.45am to 4.30pm
Tuesday	8.45am to 4.30pm
Wednesday	9.00am to 6.00pm
Thursday	8.45am to 4.30pm
Friday	8:45am to 4.30pm

### Rother Valley Locality (Rother Valley South, West & Wentworth Valley)

Dinnington, Aston, Harthill, Woodall, Hooton, Levitt, Kiverton Park, Wales, Laughton en le Morthen, Thorpe Salvin, Todwick, Woodsetts, Thurcroft, Treeton, Swallownest, Ulley, Orgrave & Woodhouse Mill, Catcliffe, Brinsworth, Aston-Cum-Aughton, Aston West, Maltby, Hellaby, Wickersley, Bramley, Cliff Hills, Flanderwell, Sunnyside.

### Dinnington Customer Services Centre

New Street, Dinnington

Telephone: (01709) 334430

Email: 2010DinningtonNeighbourhoodOffice@rotherham.gov.uk

### Maltby Customer Services Centre

Civic Centre, Maltby

Telephone: (01709) 812637

Email: 2010MaltbyNeighbourhoodOffice@rotherham.gov.uk

**Rother Valley Locality Income Team** Tel: (01709) 823477

### Rotherham Locality (Rotherham North & South)

Greasbrough, Wingfield, Masbrough, Munsbrough, Thorpe Hesley, Richmond Park, Herringthorpe, Clifton, East Dene, Moorgate, Whiston, Canklow, Eastwood, Springwell Gardens, York Road, Wellgate, Broom Valley, Beeversleigh, St Anne's and Wharncliffe.

### Kimberworth Park Neighbourhood Office

St. John's Green, Kimberworth Park

Telephone: (01709) 336923

Email: 2010KimberworthParkNeighbourhoodOffice@rotherham.gov.uk

### Greasbrough Neighbourhood Office

Munsbrough Rise, Greasbrough

Telephone: (01709) 336914

Email: 2010GreasbroughNeighbourhoodOffice@rotherham.gov.uk

### Town Centre Customer Services Centre (walk-in service only)

Civic Building,

Walker Place,

Rotherham

**Rotherham Locality Income Team** Tel: (01709) 823455

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## Wentworth Locality (Wentworth North & South)

Swinton, Wath upon Dearne, Brampton & West Melton, Manor Farm, Meadow View, Harley, Wentworth, Rawmarsh and Parkgate East, Rawmarsh and Parkgate West, Kilnhurst Village, Sandhill, Monkwood, Thoroughgate, Ryehill, Herringthorpe, East Herringthorpe, Ravenfield, Thrybergh, Dalton.

### Rawmarsh Neighbourhood Office

Rawmarsh Hill, Parkgate

Telephone: (01709) 336588

Email: 2010RawmarshNeighbourhoodOffice@rotherham.gov.uk

### Wath Neighbourhood Office

Town Hall, Wath

Telephone: (01709) 873678

Email: WathNeighbourhoodOffice@rotherham.gov.uk

### Swinton Customer Services Centre (walk-in service only)

Station Street, Swinton

Email: SwintonNeighbourhoodOffice@rotherham.gov.uk

**Wentworth Locality Income Team** Tel: (01709) 823453

**Visit our website:** [www.2010rotherham.org](http://www.2010rotherham.org)

## Safer Neighbourhood Teams

**Swinton & Wath:** (01709) 832485

**Kimberworth Park & Greasbrough:** (01709) 832073

**Rawmarsh & East Herringthorpe:** (01709) 832422

**Town Centre:** (01709) 832076

**Maltby:** (01709) 832709

**Aston:** (01709) 832280

**Dinnington:** (01709) 832720

## Emergency out of hours Repairs

For all areas please contact (01709) 376711

**This service is only available when the Neighbourhood Offices and Rotherham Connect are closed or on Bank or National Holidays.**

## Other useful Contact Details:

**Key Choices** – for details of available Council & Social housing properties  
Telephone: (01709) 336566  
Email: [KeyChoices@rotherham.gov.uk](mailto:KeyChoices@rotherham.gov.uk)

**Rotherham Advice and Information Network (RAIN)**  
Telephone: (01709) 517999

**Citizens Advice Bureau**  
Telephone: (01709) 515680

**Debt Counselling**  
Telephone: (01709) 822329

**Rotherham Connect**  
**Repairs:** (01709) 336009  
**Streetpride:** (01709) 336003  
**Benefits:** (01709) 336006

**2010 Rotherham Complaints**  
Telephone: (01709) 822216

**Local Government Ombudsman**  
Telephone: (01904) 662300

**2010 Decent Homes**  
Telephone: (01709) 334588

## Performance and Service Improvement Team

Tel: (01709) 822292

Fax: (01709) 822222

Email: [2010-performanceandserviceimprovement@rotherham.org](mailto:2010-performanceandserviceimprovement@rotherham.org)



If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292

## **Other Documents also available**

In addition to this Service Standard guide book, 2010 Rotherham Ltd and RMBC produce the following information for our customers.

### **2010 Rotherham & RMBC information**

Equalities and Diversity Service Standard  
Neighbourhood Standards

If you have any comments about these Service Standards, please contact the Service Quality Officer on telephone (01709) 822292





***Tell us what you think...***

Your comments will help us to improve the service we provide to our customers.

Do you have any suggestions on how this booklet can be improved?

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Does it provide all of the information that you would need about 2010 Rotherham Ltd and our services?

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Do you have any other comments or suggestions about this guide book and the services we provide?

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**Thank you for your comments**



**Equal Opportunities**

This section is confidential and used to check all parts of our community are equally satisfied.

Are you:  Male  Female  
Your age:

Do you consider yourself to be disabled?

Yes - physical  Yes - sensory  
 No  Other

**Ethnic origin**

White  British  Irish

**Asian or Asian British**

Indian  Pakistani  
 Bangladeshi  Kashmiri

**Black or Black British**

Caribbean  African  Other

**Other Ethnic Groups**

Chinese  Yemeni  Gypsy/Traveller  
 European Union  Other

**Dual Heritage**

White and Black Caribbean  
 White and Black African  
 Other

**Religion**

Christian  Muslim  Jewish  
 Hindu  Sikh  Buddhist  
 Other

**Sexuality**

Heterosexual  Bisexual  
 Lesbian/Gay

Business Reply  
Licence Number  
RLZZ-YRKG-ZEUH



Performance and Service Improvement Team  
2010 Rotherham Ltd  
Chesterton Road  
Eastwood Trading Estate  
Rotherham  
S65 1SZ