



**torus**

# Customer Service Standards and Principles

March 2023

# Customer Service Standards & principles

At Torus we aim to deliver high-quality services every time and we don't want there to be any surprises when customers access our services. We wish to be open and transparent about the level of service you can expect and the timescales in which you can expect to receive a response.

That's why, by working with our involved customers, we have developed a new set of standards for the services that clearly explain what our customers can expect from us.

Our service standards are built around our **customer experience principles**, as part of our promise to you, we will:

- **Make sure customers can access services effortlessly (at a time that is convenient for them, via appropriate channels)**
- **Listen and show empathy and understanding**
- **Recognise that every customer is an individual and respect individual needs**
- **Always keep our promises**
- **Get it right first time**
- **Meet our customer service standards (providing a timely response)**
- **Keep customers informed every step of the way**

Our standards are broken down into eleven themes, based on what matter most to our customers:

1. Customer service, responsiveness and accessible information
2. Living in your neighbourhood
3. Letting homes
4. Leaseholders
5. Repairs and maintenance
6. Safety in your home
7. Paying your rent
8. Anti-social behaviour and safer estates
9. Keeping you safe (safeguarding)
10. Complaints and feedback
11. Tenant Voice – giving your views

In return, we expect that our customers keep to all terms within their tenancy agreement.

Going forward, our performance as a landlord will be monitored against these standards with the results being shared with customers and other stakeholders in future newsletters and our annual report. This is to show we are meeting the standards and customers are receiving what they have been promised but will also help us to improve services.

If you're not happy - we want to know about it straight away so that we can resolve things quickly for you. You can make a complaint by completing the online form at [my.torus.co.uk](https://my.torus.co.uk), emailing [info@torus.co.uk](mailto:info@torus.co.uk), in person at one of our public receptions, by calling 0800 678 1894 (Mon-Fri, 8am-5pm) or in writing to Torus Customer Hub (Complaint), Central, 4 Corporation Street, St Helens, WA9 1LD. Full details of the complaints process and policy available at [my.torus.co.uk](https://my.torus.co.uk).

# Torus Service Standards

Please note that Torus working hours are Monday to Friday, between 8am - 5pm.

| Customer Service Standards                                                                                                      | How to access this service                                                                                                                                                                                                                                                     | Timescale                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Be accessible to answer queries</b></p>                                                                                   | <p>Phone 0800 678 1894 (freephone)</p> <p>Email <a href="mailto:info@torus.co.uk">info@torus.co.uk</a></p> <p>Visit to our public receptions in each heartland (currently open Monday to Friday, 9am - 5pm).</p> <p>Via <a href="http://my.torus.co.uk">my.torus.co.uk</a></p> | <p>Calls answered<br/> <b>Monday - Friday, 8am - 8pm,<br/>           Saturday 8am - 12noon</b><br/>           Out of hours service for emergency repairs. (evenings from 5pm, Saturday from 12noon, Sunday and holidays)</p> <p>Respond to written communication within 10 working days.</p> <p>Emails automatically acknowledged immediately and responded to <b>within 48 working hours</b> (Monday - Friday, 9am - 8pm, Saturday 8am - 12noon)</p> |
| <p><b>Respond to request for a call back from a specialist team where your query cannot be answered at point of contact</b></p> | <p>Phone call from relevant team</p>                                                                                                                                                                                                                                           | <p>Acknowledge all emails <b>within 2 working days</b></p> <p>Respond to all call back requests <b>within 5 working days</b></p> <p>Immediately escalate and respond to queries requiring an urgent response e.g. Health &amp; Safety or Safeguarding concerns <b>within 1 working day</b></p>                                                                                                                                                        |

# Torus Service Standards



| Neighbourhoods Service Standards                                    | How to access this service                                                                                       | Timescale                                                                                       |
|---------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| Respond to requests for a call back from a Neighbourhood Officer    | Phone 0800 678 1894 (freephone)<br>Email <a href="mailto:info@torus.co.uk">info@torus.co.uk</a>                  | Respond to all requests <b>within 5 working days</b>                                            |
| Respond to reports of fly tipping on land owned by Torus            | Visits to our public receptions in each heartland.<br><br>Via <a href="http://my.torus.co.uk">my.torus.co.uk</a> | Respond to reports <b>within 5 working days</b> .                                               |
| Respond to reports of offensive graffiti on property owned by Torus |                                                                                                                  | Respond to reports <b>within 1 working day</b> .                                                |
| Respond to reports of other graffiti on property owned by Torus     |                                                                                                                  | Respond to reports <b>within 14 working days</b> .                                              |
| Respond to reports of abandoned vehicles                            |                                                                                                                  | Respond to reports <b>within 5 working days</b> . Timescale to resolve <b>14 working days</b> . |
| Respond to reports of abandoned properties                          |                                                                                                                  | Respond to reports <b>within 1 working day</b> .                                                |
| Respond to reports of untidy gardens                                |                                                                                                                  | Respond to reports <b>within 5 working days</b> .                                               |
| Respond to requests for permission to carry out homes improvements  |                                                                                                                  | Respond to requests <b>within 5 working days</b> .                                              |
| Respond to requests to keep a pet                                   |                                                                                                                  | Respond to requests <b>within 5 working days</b> .                                              |

# Torus Service Standards



| Lettings Service Standards                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | How to access this service                                                                                                                                                                                      | Timescale                                                                               |
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| <p>We will only let homes which meet our published minimum lettable standard.</p> <p>We will let all our homes quickly</p> <p>We will offer a private viewing of any property offered as early as possible</p> <p>If the property is accepted we will invite you to a private interview and provide you with information specific to your new home. We will also explain the terms of the Tenancy agreement to you.</p> <p>Customer will receive a courtesy call after signing for their new home.</p> | <p>Applications for Torus rented homes via relevant Allocations process:</p> <p>Warrington and St Helens<br/>www.u-1-r.co.uk</p> <p>Liverpool<br/>www.propertypoolplus.org.uk</p> <p>More at my.torus.co.uk</p> | <p><b>Within 5 working days.</b></p> <p>Courtesy call <b>within 5 working days.</b></p> |

| Leasehold Service Standards - applies to leaseholders only                                                                                                                                                                                                                                                                                            | How to access this service                                                                                                                                          | Timescale                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Respond to requests to purchase more shares in your home</p> <p>Respond to requests to sell your home</p> <p>Respond to rent and service charge enquiries</p> <p>Process Right to Buy &amp; Right to Acquire applications to statutory timescales</p> <p>Respond to any lease enquiries or tenancy management issues for Rent to Buy customers</p> | <p>Phone 0800 678 1894 (freephone)</p> <p>Email leaseholderteam@torus.co.uk</p> <p>Visits to our public receptions in each heartland.</p> <p>Via my.torus.co.uk</p> | <p>Respond to requests <b>within 5 working days.</b></p> <p>Respond to requests <b>within 5 working days.</b></p> <p>Acknowledge enquiry <b>within 2 working days.</b> Respond to enquiry <b>within 5 working days.</b></p> <p>Respond <b>within statutory timescales.</b></p> <p>Respond to enquiries <b>within 5 working days.</b></p> |

# Torus Service Standards



| Home Service Standards                                                                                                                                                                                         | How to access this service                                                                             | Timescale                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <p><b>Respond to Emergency Repairs</b><br/>These are faults that could seriously damage your health or the property</p>                                                                                        | Report emergency repairs 24/7 by calling 0800 678 1894.                                                | We aim make emergency repairs safe within <b>4 hours</b> and complete the job <b>within 24 hours</b> . |
| <p><b>Respond to Priority Repairs –</b><br/>These are not emergencies, but repairs, which need to be carried out quickly to prevent further damage to the property and improve customer’s quality of life.</p> | Report repairs by calling 0800 678 1894, emailing info@torus.co.uk or online using your Torus account. | We aim to complete the job <b>within 48 hours</b> .                                                    |
| <p><b>Respond to Routine Repairs -</b><br/>offer an appointment for non-emergency jobs</p>                                                                                                                     | Report repairs by Phone (freephone) 0800 678 1894 or online appointment booking available              | For all non-emergency jobs we will offer an appointment <b>within 20 calendar days</b> .               |
| <p><b>Respond to requests for a call back from a Repairs Officer</b></p>                                                                                                                                       | Phone 0800 678 1894 (freephone) or email info@torus.co.uk                                              | Respond to all call back requests <b>within 5 working days</b>                                         |
| <p><b>Carry out a gas safety checks</b></p>                                                                                                                                                                    | Home visit - we will contact you directly to arrange.                                                  | We will carry out a gas safety check <b>annually</b> .                                                 |
| <p><b>Carry out an electrical safety checks</b></p>                                                                                                                                                            | Home visit - we will contact you directly to arrange.                                                  | We will carry out an electrical safety check <b>every 5 years</b> .                                    |
| <p><b>Carry out water safety check for homes with stored water installations</b></p>                                                                                                                           | Home visit - we will contact you directly to arrange.                                                  | We will carry out a water safety check <b>every 5 years</b> .                                          |
| <p><b>Carry out inspections of passenger lifts</b></p>                                                                                                                                                         | Home visit - we will contact you directly to arrange.                                                  | We will carry out inspections <b>twice a year</b> (servicing 4 times a year).                          |
| <p><b>Provide home safety information</b></p>                                                                                                                                                                  | Information provided when you move into your home                                                      | Provided when you move into your home and available on Torus website.                                  |

# Torus Service Standards



| Rents & Charges Service Standards                                                                                                            | How to access this service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Timescale                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Respond to rent account balance and make a rent payment</b></p>                                                                        | <p>Request by Phone (freephone) 0800 678 1894</p> <p>Get your rent balance by text, text "Balance" to 07520 660 235</p> <p>Use your online account or make a payment using our secure payment site: <a href="http://my.torus.co.uk">my.torus.co.uk</a></p>                                                                                                                                                                                                                                                                 | <p>Monday - Friday, 9am - 5pm</p> <p>Respond <b>within 4 hours</b><br/>Monday - Friday, 9am - 5pm</p>                                                                                                                                                                                                                                                                                                                              |
| <p><b>Respond to other rent queries which cannot be resolved at point of contact e.g. direct debit, charges, benefits</b></p>                | <p>Email <a href="mailto:info@torus.co.uk">info@torus.co.uk</a></p> <p>Or contact the Income Team directly. Each area has their own team, email yours directly on:</p> <ul style="list-style-type: none"> <li>• Warrington - <a href="mailto:income.management@torus.co.uk">income.management@torus.co.uk</a></li> <li>• St Helens - <a href="mailto:rent.officers@torus.co.uk">rent.officers@torus.co.uk</a></li> <li>• Liverpool - <a href="mailto:incomeservices@torus.co.uk">incomeservices@torus.co.uk</a></li> </ul> | <p>Acknowledge all emails and calls <b>within 2 working days</b></p> <p>Respond to all call back requests <b>within 5 working days</b></p>                                                                                                                                                                                                                                                                                         |
| Safer Estates Service Standards                                                                                                              | How to access this service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Timescale                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b>Respond to reports of anti-social behaviour (ASB) requiring an urgent response e.g hate crime, harassment &amp; domestic abuse</b></p> | <p>Report any Safer Estate (ASB) concerns by calling 0800 678 1894, emailing <a href="mailto:info@torus.co.uk">info@torus.co.uk</a>, using the online form on <a href="http://my.torus.co.uk">my.torus.co.uk</a>, in person at one of our receptions or by speaking to your Neighbourhood Officer.</p>                                                                                                                                                                                                                     | <p>Respond to urgent call back requests <b>within 24 hours</b></p>                                                                                                                                                                                                                                                                                                                                                                 |
| <p><b>Respond to reports of general ASB e.g. noise nuisance, dog fouling</b></p>                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p>Respond to reports <b>within 5 working days</b></p>                                                                                                                                                                                                                                                                                                                                                                             |
| Safeguarding                                                                                                                                 | How to access this service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Timescale                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b>Respond to reports of safeguarding concerns</b></p>                                                                                    | <p>If you have a safeguarding concern contact your local safeguarding teams within your Local Authority.</p> <p>If someone is in immediate danger or you believe a crime has been committed, please contact 999 immediately.</p>                                                                                                                                                                                                                                                                                           | <p>Safeguarding Children/Adults concerns will be escalated within an hour of identification of an incident</p> <ul style="list-style-type: none"> <li>· Non urgent concerns raised for tenants/ household members will be responded to within a minimum of 24 hours</li> <li>· Welfare concerns (e.g. safe and well checks, calls to emergency services) will be responded to immediately from point of identification.</li> </ul> |

# Torus Service Standards

| Complaints Service Standards                                                                                                                                                                                                                                                        | How to access this service                                                                                                                                                                                                                 | Timescale                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Seek immediate resolution to service requests at the point of contact where possible and within 48 hours if input is required from another service area</b></p> <p><b>Respond to Stage 1 complaints in writing</b></p> <p><b>Respond to Stage 2 complaints in writing</b></p> | <p>Report any complaints by calling 0800 678 1894, emailing <a href="mailto:info@torus.co.uk">info@torus.co.uk</a>, using the online form on <a href="http://my.torus.co.uk">my.torus.co.uk</a> or in person at one of our receptions.</p> | <p>Answer calls Monday - Friday, 8am - 8pm, Saturday 8am - 12noon</p> <p>Acknowledge all complaints <b>within 2 working days</b></p> <p>Respond to your complaint at Stage 1 <b>within 10 working days</b></p> <p>Respond to your complaint at Stage 2 <b>within 20 working days</b></p> |

| Tenant Voice Service Standards                                                                                                                                                | How to access this service                                                                                                                                                                                                                                                                | Timescale                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Respond to requests to get involved</b></p> <p><b>Respond to requests to join Torus Talk Facebook group</b></p> <p><b>Respond to requests from involved tenants</b></p> | <p>Contact the Tenant Voice Team by emailing <a href="mailto:tenantvoice@torus.co.uk">tenantvoice@torus.co.uk</a> or calling 0800 678 1894.</p> <p>Send request on Torus Talk Facebook page: <a href="http://www.facebook.com/groups/TorusTalk">www.facebook.com/groups/TorusTalk</a></p> | <p>Acknowledge all emails and calls <b>within 2 working days</b></p> <p>Respond to all call back requests <b>within 5 working days</b></p> <p>Respond to all requests <b>within 2 working days</b></p> <p>Respond to all call back requests <b>within 5 working days</b></p> |