

Ealing Homes Service Standards

Ealing Homes aims to provide an excellent housing management service for all residents.

These service standards have been agreed with resident representatives and other stakeholders.

Service standards are monitored and performance is reported to residents.

We will:

- Be polite and professional when dealing with your enquiry
- Wear name badges and give you our name
- Carry identification and treat your home with respect
- Answer your telephone calls within 15 seconds
- Respond to telephone messages within 24 hours or state when you will expect a call
- Respond to your letters and emails within six working days
- Respond to formal complaints within ten working days
- Support vulnerable residents through our Tenancy Support Service.