

Service Standards



As residents you are best placed to tell us what we're doing well and where we need to improve. To make it easier for you to judge and comment on our services, we have developed 7 Service Standards. These set out the quality of service you can expect, the improvements we are planning and how you can judge our performance. The standards are all available at the links below.

Your comments!

Ocean Housing Group is committed to learning from all customer feedback. We welcome your views on the services we provide and see them as an opportunity for us to improve. If you have any comments about our services please click on the Feedback Form link below.

Related Links

- [Feedback Form](#)

- [The Government and Viability Standard.pdf \(56kb\)](#)

Ensuring that we provide you with value for money, that our governance arrangements are sound, and that we are a viable organisation

- [The Value for Money Standard.pdf \(56kb\)](#)

Ensuring that we provide you with value for money, that our governance arrangements are sound, and that we are a viable organisation

- [The Home Standard.pdf \(65kb\)](#)

This standard is about the quality of your homes and repairs and maintenance

- [The Development Standard.pdf \(64kb\)](#)

This standard is about the quality of our new housing developments

- [The Tenancy Standard.pdf \(51kb\)](#)

This standard is about the way we let our homes, the rent we charge and the types of tenancy we offer

- [The Resident Involvement and Empowerment Standard.pdf \(60kb\)](#)

This standard ensures that you, our residents, are at the heart of everything we do, working with us to shape our services and monitor our work. It is also our promise to you, to provide excellent customer service and act on your feedback

- [The Neighbourhood and Community Standard.pdf \(70kb\)](#)

This standard ensures that the areas you share with your neighbours are clean safe and well maintained. This includes play and recreational areas, car parks, communal areas inside blocks of flats, shared gardens and grassed areas