

# One Vision Housing

# Service standards

**Did you know that we publish a full set of service-specific standards that we promise to work to?**

**These service standards help to provide you with an excellent, first class service and cover the following service areas:**

- Customer Care
- Home Search
- Repairs and Maintenance
- Neighbourhood Management
- Supported Housing
- Income Management
- Leaseholder Services
- Investment

For a full list of our service standards please ask a member of staff, call us on **0300 365 1111**, pick up a leaflet or visit our website **[www.ovh.org.uk](http://www.ovh.org.uk)**

