

Customer Service Standards

Staff

We will endeavour to :

- Be well informed and trained in our duties
- Be clean and smart at all times when dealing with customers
- Greet you politely giving our name and asking how we can help
- Carry official identity badges outside the office and leave you with contact details.

Reception Areas

We will endeavour to :

- Provide clean, bright and welcoming reception areas
- Be easily accessible to all our customers
- Have details of our opening times on display
- Provide up-to-date leaflets and information on the services we, and other agencies provide
- Ensure everyone receives an efficient and friendly service from well trained staff

Personal Callers

We will endeavour to :

- Make sure if you do have to wait before initial contact is made, we apologise for the delay.
- Make sure that you do not have to wait more than 10 minutes to be seen by the relevant member of staff if you have an appointment
- Try our best to deal with your enquiry there and then if you call in without an appointment. If more specialist help is needed we will tell you how long you may have to wait to see a relevant member of staff OR offer you a future appointment within the next 5 working days
- Provide a separate interview room if you wish to discuss anything in private

Telephone Callers

We will endeavour to :

- Answer all telephone calls promptly
- Provide telephone contact details
- Answer all calls with polite greetings, giving our name and asking how we can help
- Try our best to deal with your enquiry straight away. If we need to refer you to someone else we will give you the reason and the name of the person we are transferring you to
- Take a message and make sure it is passed on if the person you want to speak to is not available
- Respond to telephone messages either the same day or by the end of the next working day

Letters and E-mails

We will endeavour to :

- Acknowledge all letters, e-mails and text messages within 3 working days from the time we receive them and will send a full reply within 7 working days. An interim reply will be sent if a full reply cannot be provided within 7 days.
- Write all our replies in plain English and avoid the use of jargon
- Give you the name of the writer, a contact address and telephone number in all our correspondence

Service Standards – Complaints

We will –

- Try to respond to your complaint immediately
- Acknowledge your complaint within 3 working days. If you have given us contact numbers you will receive this as a telephone call
- Give you the name of the person dealing with your complaint
- Provide a full response to your complaint within 10 working days or we will write and explain the delay and tell you when you can expect a full response

- Keep you informed of our progress
- Deal with your complaint in confidence
- Try to put things right and make sure the problem does not happen again
- Tell you what you can do if you are not satisfied with our response to your complaint
- We will encourage existing tenants to pass on concerns of other tenants that they may have received, so that they can be investigated and dealt with by the company staff.

Tenant Involvement standards

Service Standards – Tenant Involvement and Consultation

We will...

- Actively support tenant and resident groups
- Encourage and support you to take part in a way that suits your circumstances and priorities
- Take active steps to find out issues that concern you
- Consult you on all proposed changes in policy and service provision via regular newsletters, surveys or meetings
- Consult you individually if we propose to make changes to your home or tenancy agreement
- Listen to any ideas, suggestions and comments that you may have
- Carry out regular surveys to find out your views and give you the opportunity to comment

You can...

- Get involved as much or as little as you like
- Join an existing residents' association or set up one of your own
- Help us find out your views and issues that are important to you by returning any surveys or satisfaction forms that are sent to you.
- Join the Peak Performers membership

Planned maintenance and Improvements service standards

We will...

- Give you as much notice as possible if we plan to do any major work to your home or your neighbours' homes
- Tell you how the proposed work will affect you as an individual
- Try to give you choices where technically possible for example choice of colour scheme, design and style.
- Tell you when the work will start and how long it will take
- Issue you with relevant details regarding each contract including the contractor's details and telephone number
- Be available to deal with your queries or problems associated with the planned works
- Inspect all works carried out to your home once completed
- Ask how satisfied you are with completed works and act upon your comments whenever possible
- Tell you what major works we have completed each year through the newsletter

Service Standards – Neighbourhood Management

We will...

- Visit and check the appearance of Neighbourhoods, communal areas and garage sites on a regular basis (at least once per month)
- Take the necessary action to make sure that the person or agency responsible deals with any identified problems promptly.
- Carry out repairs to communal areas and facilities quickly.
- Keep communal areas clean, tidy and free from rubbish
- Respond promptly to problems identified by residents in the Neighbourhood
- Be proactive in identifying and dealing with problems

You must...

- Keep gardens and communal areas neat and tidy
- Promptly report repairs to communal areas
- Let us know if something needs doing in the area in which you live
- Tell us and the police if you spot anyone committing a crime in your area

Service standards – Concessionary Garden Scheme

We will...

- Write and tell you whether or not you have been accepted onto the scheme within 10 working days of receiving your application
- Start work on your garden within one month of approving your application
- Cut your grass once per month between April and September
- Cut your hedges every October

Service standards – Nuisance and Anti-Social Behaviour

We will...

- Treat all complaints of nuisance behaviour seriously
- Respect your confidentiality at all times
- Investigate all complaints in a sympathetic, firm and impartial manner
- Keep records of all interviews, visits and correspondence
- Expect you to help us solve the nuisance behaviour problem by keeping records of events and in extreme cases, giving evidence in court
- Take whatever action is necessary to stop nuisance behaviour
- Tell all concerned about what action we intend to take and the affect it may have

You must...

- Try and talk to your neighbours first to see if you can sort out the problem between yourselves
- Contact us for help if you cannot solve the problem yourself or you feel the problem is serious
- Be prepared to monitor the situation by keeping a written record of events in order to help us investigate

Service Standards – Rent setting and rent collection

We will...

- Give you 28 days written notice of any changes to rents or charges
- Provide a variety of ways for you to make rent payments
- Provide you with a statement of your rent account on a quarterly basis
- Provide assistance and advice on benefits and payment methods on request
- Rent Arrears

Service Standards – rent arrears

We will...

- Contact you promptly if you do not pay your rent
- Try to make realistic agreements with you for repayment of your arrears if you cannot clear an outstanding amount in full
- Tell you what we plan to do before we take any further action
- Explain the likely outcome of any further action we may decide to take
- Offer advice on benefits you may be able to claim

You must...

- Make sure you pay your rent when it is due
- Let us know if you're going away for more than 4 weeks
- Contact us straight away if you have a problem paying your rent
- Tell us about any changes in your circumstances straight away

Service Standards – Repairs

We will..

- Provide a variety of simple and convenient ways for you to report your repairs
- Provide out-of-hours emergency service
- Send you a confirmation receipt when a non-emergency repair has been ordered giving the number of the contractor and the date it should be completed by
- Carry out repairs in the following time scales: emergency repairs - same day (or make safe if the repair cannot be completed); urgent repairs - within 7 days; non-urgent repairs - within 3 weeks.

- group other repairs together into contract packages in order to provide a quality service to all our customers.
- Provide an appointment system for repairs (except emergency repairs, where you should make access arrangements for us to carry out on the same day)
- Our workmen will respect your home and clear up after themselves
- Operate an appointment system for the inspection of those repairs which need to be looked at first before the work can be ordered
- Give you the opportunity to comment on the quality of completed repairs by sending a satisfaction form for feedback
- Inspect a sample of completed repairs to check for quality

Service Standards - Carelink

- Aim to answer all alarm calls within 60 seconds
- Aim to visit you within 20 minutes of receiving an emergency call (if a home visit is the most appropriate course of action)
- Ensure your alarm battery is checked annually
- Ensure that if we hold a key to your property it is checked annually
- Act immediately to any report of a fault on the alarm system and visit you every day until the equipment is repaired
- Renew support plans every six months
- Review support plans annually