

Our Service Promises

We want to ensure that our service to you is as good as it can be and so we have worked with residents and staff to develop a set of 'Service Promises'. These promises are the minimum level of service you can expect from us.

If at any time the service you receive falls below this standard, please let us know and where they do not apply.

We review our Service Promises and add or change them to reflect your views. We use your feedback as part of the review of our promises and to identify where we need to improve.

Contact With The Association

- Our staff will always give you their name and be polite at all times. We will provide you with a full name if you wish.
- We aim to answer 90% of all in-coming calls to our Customer Care Team within 20 seconds.
- All telephone messages will be acknowledged within 24 hours, although it may sometimes take longer to deal fully with the matter. If this is the case, we will give you an estimate of how long we think it will take for us to reply in full.
- We will keep our personal answer phone messages up to date, making it clear when a member of staff is on leave or not likely to be able to respond to messages within 24 hours.
- We will acknowledge emails to our general office email addresses by the end of the next working day. Emails to individual employee's email addresses may take up to 3 working days.
- We aim to acknowledge receipt of letters within 3 working days. You will normally receive a full written reply within 10 working days.
- If you ask us for any standard documents, we will try to ensure we understand your specific needs by asking appropriate questions and will then send the appropriate documents within 3 working days of the initial request. If for any reason we cannot provide the documents within 3 working days we will write and tell you this with a reason and what the expected timescale will be.

- All staff will wear name badges and will give you their name and job title if you ask.
- Our Customer Care Team will provide a telephone service from 9 am through to 5pm Monday to Friday.
- If you want an Officer to visit you at home we will make an appointment and will aim to visit within 10 working days.
- All our staff and contractors will wear and show identity badges when calling to your home.

Privacy And Confidentiality

- Interview with customers will take place in private, where conversations cannot be overheard by others.
- All calls to the Association may be monitored or recorded for training and quality purposes. We will remind customers of this fact in handbooks, and via regular news articles in their newsletter.
- Personal information about you or your family will only be kept on file, and/or disclosed to other agencies in line with Data Protection legislation.
- If you wish to see the information we hold about you, we will make arrangements for you to be given access to your file within 40 days of receiving your request. An administration charge of £10 will be made for this service.

Maintenance Service

- Carry out all repairs within the target times we have published (24 hours for emergencies, 7 days for urgent repairs, and 28 days for routine repairs).
- Operate an all year round, 24 hour service to deal with emergency repairs. Calls to our out of hours emergency repairs service may be monitored or recorded for training and quality purposes.
- Confirm that a repair order has been raised by sending a receipt of the order to your home which includes details of who the contractor is, and the target date for completion. This will be sent to your home within 2 working days of you reporting your repair.

- Ask contractors to provide you with a convenient time for them to call and undertake their repair(s).
- Meet our legal duty to make gas safety and gas appliance service checks every year.
- Ensure that all our contractors follow our Code of Conduct.
- Consult you before any alterations to your home are carried out and give you at least 5 days notice before we start any major work at your home.
- Carry out external decorations to your home every 4 to 5 years.

Scheme Management

- Remove graffiti within 7 days. If it is racist or offensive, we will treat it as an emergency repair, and remove it within 24 hours.
- We will carry out a detailed inspection of your scheme once a year. Following the visit an action plan will be drawn up.

Rent Accounts

- Tell you the balance on your rent account over the telephone if you provide proof of identity.
- Automatically send you a rent account statement 4 times a year.
- Send you, on request, an up to date statement of your account within 2 working days.

Information Services

- We will use plain language and avoid the use of jargon.
- Send residents a newsletter at least 4 times a year.
- Regularly update our website and consult users on its content and format.
- Publish all printed information to residents in accessible print size, and make it available in large print on request. Offering versions in other languages, Braille or audio tape as far as is practicable.

What you can do

Please help us to meet these standards of service by meeting the following customer standards:

What You Can Do To Help:

Customer Standard:

Keep to the terms and conditions of your Tenancy Agreement.

Treat our staff respectfully and politely. Please use the complaints procedure if you feel you are not being treated fairly or properly.

Our staff are within their rights to discontinue conversations where they feel that they are being treated rudely or feel in any way threatened by our customers. If they feel the need to do this they will warn you once that this is their intention, and if you continue to be rude, they will terminate the interview or phone call.

Keep any appointments made.

Report repairs promptly.

Carry out repairs for which you are responsible.

Let our contractors into your home to carry out repairs and safety checks such as annual gas servicing.

Look after your home and any areas you share with your neighbours.

Give us 4 weeks notice and a forwarding address if you are intending to give up your tenancy.

Keep your handbook in a safe place and check with the relevant section when you have queries concerning your tenancy.

Help us to monitor the service by taking time to complete feedback forms or surveys we may send you from time to time.

Get involved – work with us to help us improve our service. You can do this by joining our Residents Involvement Board, becoming a Mystery Shopper, or by setting up a local residents' association.