Your guide to Our Customer Services Charter



Our commitment to you

We are committed to making sure you receive a high-quality service so we follow a set of service standards. This leaflet sets out the standards of performance that you can expect.

We are committed to equality and all our services are available to everyone who needs them.



Phone calls

Our phone service is available from 9am to 5pm, Monday, Tuesday, Thursday and Friday, and from 10.15am to 5pm on Wednesdays. When you phone us:

- you should be told the name of the person answering your call;
- you should be dealt with politely and honestly, and with respect;
- we aim to answer your call as quickly as possible, and you should not be kept waiting more than 30 seconds for your call to be answered;
- if someone is going to ring you back, they will do so within 48 hours. If it is urgent they will aim to ring you back the next day;
- your call should not be transferred within the office more than once. (if you are put through to the wrong department or person, we will get the right person to call you back); and

machine which will tell you when we are open, what the emergency repair number is and give you the opportunity to leave a message.

Visiting our office

Our office is open from 9am to 5pm Monday, Tuesday, Thursday and Friday, and from 10.15am to 5pm on Wednesdays.

When you call into our office:

- the person greeting you will be wearing a name badge where you can see it;
- our staff will be polite, friendly and professional;
- all staff who deal with customers will be fully trained in customer care;
- the reception area will be clean and tidy;
- our office will be accessible to disabled people;
- leaflets on service areas will be available from our reception; and
- an interview room will be available. If you want a private interview and want to see someone without waiting too long, please make an appointment.

We also expect you to be polite and not abusive to any member of staff. We may take legal action against anyone who makes threats or abuses any member of staff.

Correspondence

When you write to us or e-mail us, we will:

- reply to you within five working days (if we cannot answer your enquiry fully, we will acknowledge your correspondence within five working days);
- aim to deal with your enquiry within 28 days, if we have not been able to do so within the first five days (if we are not able to do this, we will always tell you why); and
- reply to you using plain language. All correspondence will have a return address, contact name, phone number and e-mail address.

Complaints

When you complain about our services, we will: reply to you within five working days – please see our complaints policy for more details.

Repairs

When you report a repair, we will:

- usually deal with your repair in one call;
- give you some choice about when the contractor will visit you;
- ask you whether you are satisfied with the job and the contractor; and
- complete all jobs within our agreed timescale. We will carry out routine repairs within 21 days and urgent repairs within 24 hours. If an emergency repair is needed, such as a burst or anything that may be an immediate danger to anyone's health and safety, we will do it immediately, day or night.

Out of the office

All staff and contractors will carry an identity card when they are out of the office.

Moving in

When you move into your new home:

 We will send you a survey between four to six weeks after you have moved in, asking for your comments about your home and the service you have received;

- if your home is newly refurbished, after six months we will fully inspect it for any outstanding faults; and
- you will receive a welcome pack with a resident's handbook and charter which explains your rights.

Information

As our tenant, we will provide you with:

- a welcome pack;
- rent statements 4 times a year;
- an annual report which includes information on our performance;
- information on how we have worked out your service charge;
- a tenants' newsletter every three months; and
- information leaflets in plain English.

We also have a website at www.wha.org.uk.

Waiting list

We will:

- provide you with an application form and information on how we deal with your application;
- contact you within five working days to acknowledge we have received your Application;
- review applications every twelve months; and
- confirm an offer of a home in writing, and give you two days to make a decision.

New Tenancies

When you accept a new home from us, we will:

- make sure your new home has a gas and electric safety check done before you move in (we will then service your gas fire and heating every year);
- make sure that your new home meets our minimum standard;
- offer you a decoration allowance if we feel your home is in a poor decorative condition;
- offer you 'floating support' if we feel you may need help setting up your new home (the floating support service is provided by other agencies that we work closely with);
- · offer you an Assured Tenancy Agreement.

- visit you four to six weeks after you have moved in to make sure you have settled in.
- We will make sure that we keep all personal information and correspondence confidential.

Rents

- If you have an assured tenancy we will review your rent and services every year, and always give you four weeks' notice of any increase.
- If you have a service charge, we will send you an annual budget statement every year which gives you details of the costs of all the services we provide in the shared areas.
- We will offer you a variety of ways of paying your rent, for example, swipe card, direct debit, phone payments, by internet.
- We will send you a new swipe card within five working days of you asking for one.
- We will send you a rent statement every 13 weeks.
- If you are having difficulty paying your rent, we will help you with benefits. Our Money Advisor will be able to offer you more specialist advice.

Other tenancy issues

- If you apply for an exchange, we will deal with all applications within 42 days (the legal timescale).
- We will respond to all complaints of harassment within 2 working days. If there is a risk of violence please also contact the police.
- We will acknowledge all written complaints or e-mails about antisocial behaviour within three working days.
- Once you have returned the completed log sheets, we will respond within 10 working days.
- We will regularly inspect our estates to make sure they meet our high standards.

Please ask us if you would like this handbook in another format. Please contact us on 01925 246810.

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