

Your Guide to Our Customer Service Charter



Our commitment to you

We are committed to making sure you receive a high-quality service, so we follow a set of customer service standards. This leaflet sets out the standards of performance that you can expect. If you feel we are not meeting these standards, please let us know so that we can correct it and if needed improve the service for everyone.

We are committed to providing accessible services to all and therefore if you need us to make an adjustment to how we deliver our service to you, then please get in touch with us.

We will

- Ensure all customers are treated fairly and with respect.
- Ensure all staff are polite and professional and will listen to your enquiry.

Accessing our services

You can access our services by:

- Accessing your customer portal on our website at www.wha.org.uk
- Call us on 01925 246810.
- Emailing us at admin@wha.org.uk
- Or call to our main office in the Gateway on Sankey Street in Warrington. Our offices and phone lines are open from 9am to 5pm, Monday, Tuesday, Thursday and Friday, and from 10.15am to 5pm on Wednesdays.

All information is available on our website at www.wha.org.uk

We also have a Facebook page WHAorguk and a Twitter page @WHAorguk

- Aim to resolve your enquiry at the first point of contact, but if we cannot

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0170	8	29.05.2024	Head of Housing Management & Customer Service	27.05.2027	Page 4 of 6

do this, we will pass on to the correct member of staff who will keep you informed of the progress of your enquiry.

- Ensure that we are prompt and clear with you about what information or evidence we need to see, particularly if we need to see this to make a decision or resolve your query.
- Aim to resolve your enquiry inside our 5 working day timescale where possible.
- If your enquiry is urgent the relevant staff member will aim to contact you within 2 working days.
- Send an automated response to acknowledge that we have received your enquiry via email.
- Reply to via email or letter within (if we cannot answer your enquiry fully, we will acknowledge receipt of your correspondence inside this time scale and let you know when we will be back in contact with you).
- Aim to respond to enquiries via social media within 2 working days.
- We will confirm an offer of a home by your preferred method of contact such as a text message, phone call or email, and give you 2 working days to make a decision and confirm this with us.

Applying for a home

When you apply for a home we will:

- Ensure you can access our online application form and information on how we deal with your application.
- Contact you within 20 working days to acknowledge we have received your application and explain the next steps including what you need to provide to support a provisional offer subject to reference and supporting information checks.
- A review of applications is completed every 12 months. You will be asked to confirm you wish to remain on the rehousing list and keep us updated with any changes to your circumstances.

New Tenancies

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

- Make sure your new home has a gas and electric safety check completed

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0170	8	29.05.2024	Head of Housing Management & Customer Service	27.05.2027	Page 4 of 6

before you move in. Further assurance checks are completed within recommended time frames throughout the lifetime of your tenancy with us.

- Make sure that your new home meets our minimum standards.
- Offer you a decoration voucher if we feel your home is in a poor decorative condition.
- Visit within the first 8 weeks of your tenancy to make sure you have settled in.

Moving in

When you move into your new home we will:

- Provide a dedicated named housing officer for you and your home.

Rents

We will:

- Review your rent and services every year, and always give you 4 weeks' notice of any changes.
- Where you are being a service charge, we will provide a breakdown of charges to you.
- Offer you a variety of ways of paying your rent, for example, direct debit, phone payments, by internet through all pay payment system.
- We will ensure that you have access to your up-to-date rent statement on a regular basis throughout the year.
- If you are having difficulty paying your rent, we will refer you to local help that can refer or help you apply for benefits. Our WHA Housing Officer will also be able to offer you specialist advice and talk to you about your concerns.

Complaints

When you complain about our services, we will acknowledge your complaint within 5 working days – please see our complaints policy for more details.

We will:

- Make it easy for you to complain and we will accept complaints in any format that suits you.
- Have a complaints process that is easy to follow with a clear series of

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0170	8	29.05.2024	Head of Housing Management & Customer Service	27.05.2027	Page 4 of 6

stages with clear time scales between each stage. This will be regularly advertised.

- Deal with complaints as quickly as possible and make sure that all complaints are handled in a fair and honest manner.
- We will comply with the Housing Ombudsman Complaint Handling Code

Anti-Social Behaviour

If you experience anti-social behaviour in your property or area, we will work with you to resolve the issue – please see ‘Your Guide to Anti-Social behaviour’ for more information. You will be contacted within the following timescales listed below by a Housing Officer to discuss the complaint. You can call us this telephone number 01925 246810 or alternatively by email us at admin@wha.org.uk.

We will respond within 2 working days:

- Reports of serious anti-social behaviour within 2 working days that involve incidents such as assaults or violence, arson, domestic abuse and hate crime.

We will respond within 5 working days:

- Reports of any other types of anti-social behaviour within 5 working days such as noise nuisance, verbal abuse, drug dealing.
- If we decide to open up a new anti-social behaviour case, you will be offered a risk assessment and a home visit to gather more details about how this is affecting you.
- You will be kept regularly up to date about how the case is progressing.
- We will look at what other ways we can support you and take the necessary actions to help resolve the issues you are facing.

Repairs

We will:

- Make it easy to report a repair and offer many ways you can report a repair- by email, phone, or via the website.

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0170	8	29.05.2024	Head of Housing Management & Customer Service	27.05.2027	Page 4 of 6

- Aim to make sure repairs are completed first time.
- Be clear about the completion time scales allocated against each job and complete all jobs within our agreed timescale.
- Carry out routine repairs within 21 working days and urgent repairs within 3 working days. Should you have an emergency repair, such as a burst or anything that may be an immediate danger to anyone's health and safety, we will respond within 4 hours and complete the work within the next working day.
- Provide an out of hours emergency repairs service where planned works or repairs are necessary, we will ensure that you are provided with the contact details for the contractor delivering the works including out-of-hours contact details if this is relevant for the works planned.
- Ensure that you receive information about agreed time frames to complete the work, service to expect while work is carried out and information about what to do if you have a question about any work being completed in your home.

If you need any further help or guidance, please do not hesitate to contact us by:

Calling - 01925 246810

Email - admin@wha.org.uk

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0170	8	29.05.2024	Head of Housing Management & Customer Service	27.05.2027	Page 4 of 6

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WHA 0170	8	29.05.2024	Head of