

YOUR GUIDE TO OUR

Our Customer Service Charter



Our Neighbourhood Service

Warrington Housing Association

You're Guide to our: 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 equality and all our services are available to everyone who needs them.

Accessing our services

Our main office in the Gateway on Sankey Street in Warrington is open 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

We will:

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

- Aim to resolve your enquiry at the first point of contact, but if we cannot do this we will direct you to the correct member of staff and keep you informed of the progress of your enquiry.
- Ensure that if you call us with a query we cannot immediately answer, we will endeavour to tell you during that call when you can expect a call back to deal with your query, if this is required.
- 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 2 working day time scale where possible.
- If your enquiry is urgent the relevant staff member will endeavour to contact you within 2 working days.
- Provide an answer machine when we are closed, the message will provide opening times and the emergency repair out of hour's number if needed.
- 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

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0170	6	23.03.2019	Head of CS	01.03.2022	Page 2 of 6

You're Guide to our: Our Customer Service Charter

scale and let you know when we will be back in contact with you).

- If English is not your first language and you would like information or support to access our services but need their help to do this. We will refer you to services available in Warrington that can provide language or interpreting services when available.
- Aim to respond to enquiries via social media within 4 hours during the working day.

We will not tolerate any form of threat or abuse towards any staff member and we may take legal action if this occurs.

Applying for a home

When you apply for a home we will:

- Ensure you can access our on line application form and information on how we deal with your application.
- Contact you within 10 working days to acknowledge we have received your application and explain next steps including what you need to provide to support a provisional offer subject to references and supporting information checks.
- A Review applications is completed every 12 months, you are asked to contact us annually to confirm you wish to remain on the rehousing list

and keep us updated with any changes to your circumstances.

- We will confirm an offer of a home 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.

New Tenancies

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

- Make sure your new home has had a gas and electric safety check completed 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.
- Offer you the option of accessing support services like 'floating support' if we feel you may need help setting up or maintaining your new home (the floating support service is provided by other agencies that we work closely with).
- Offer you an Assured Tenancy Agreement.
- Visit within the first 6 weeks of your tenancy to make sure you have settled in.

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0170	6	23.03.2019	Head of CS	01.03.2022	Page 3 of 6

You're Guide to our: Our Customer Service Charter

Moving in

When you move into your new home we will:

- Provide a dedicated named housing officer for you and your home.
- Send you a survey between four to 6 weeks after you have moved in, asking for your comments about your home and the service you have received.
- Do a defect inspection after 6 months to check for any faults if you home is a new development.

Rents

We will:

- Review your rent and services every year, and always give you 4 weeks' notice of any changes.
- 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, if you have a service charge.
- Offer you a variety of ways of paying your rent, for example, swipe card, direct debit, phone payments, by internet through the allpay 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 Money Advice Officer will also be able to offer you specialist advice and talk to you about your concerns.

Complaints

When you complain about our services, once received we will reply to you 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 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.

Anti-social Behaviour

If you experience anti-social behaviour in your property or area we will endeavour to work with you to resolve the issue – please see 'Your Guide to Anti-Social behaviour' for more information.

We will:

- Respond to reports of serious anti-social behaviour, domestic abuse and hate crime within 2 working days with the support of local

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0170	6	23.03.2019	Head of CS	01.03.2022	Page 4 of 6

You're Guide to our: Our Customer Service Charter

agencies; otherwise we will respond within 10 working days to your report of anti-social behaviour.

- We will keep you updated about what we are doing to resolve your problems and when the case is closed we will ask for your feedback.
- We will investigate properties reported as abandoned and if required make secure within three working days to prevent vandalism and other crime.

- 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 works being completed in your home.

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.
- Aim to make sure repairs that 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 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.
- Provide an out of hours emergency repairs service

Please ask us if you would like this handbook in another format. Please contact us on 01925 246810 or email admin@wha.org.uk

Document Ref:	Version:	Approved Date:	Approved by:	Expire Date:	Number of Pages:
WHA 0170	6	23.03.2019	Head of CS	01.03.2022	Page 5 of 6

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