

CUSTOMER CARE CHARTER

- Telephone
- Letters and E mails
- Appointments
- Repairs
- Rents
- Wanting a Move
- Dealing with Anti Social Behaviour
- Complaints
- Consultation

Telephone

We aim to:

- Answer the phone within six rings
- Respond to phone messages within two working days
- Provide a translation service for customers who do not speak English
- Provide the name of the person answering the call

Letters and e-mails

We aim to:

- Respond to or acknowledge your letter or e-mail within 10 working days
- If we cannot respond fully within 10 working days, either send you a holding reply or phone you back and explain why
- Use plain English

Appointments

We aim to:

- Make an appointment to see you within five working days of your request
- Make the appointment at a time to suit you and, if appropriate, outside office hours
- Tell you as soon as possible if we cannot keep the appointment
- Arrange for a signer, interpreter or translator if you let us know of this requirement in advance

Repairs

We aim to:

- Send you written confirmation of your repair order containing the contractor's name and a maximum time in which the repair should be completed;
- Carry out a phone survey after the repair has been completed or send you a satisfaction questionnaire
- Carry out the repair within the following timescales:
 - Emergency repairs = 24 hours
 - Urgent repairs = within 5 working days
 - Routine repairs = within 20 working days

Rent

We aim to:

- Give you a rent statement every six months
- Give you a rent statement within three working days of your request

Rent arrears

We aim to:

- Take action to deal with rent arrears for the benefit of all our residents
- Give you an opportunity to make an agreement to clear your arrears before taking legal action

Wanting a move

We aim to:

- Give you a realistic assessment of your chances of moving home
- Give you details of mutual exchanges and other schemes to swap your home
- Inform you of your priority rating in writing within 10 working days of receiving your transfer application
- Respond to any changes in your circumstances within 15 working days, informing you in writing of any revision in your priority rating

- Visit you before making an offer to make sure you that have kept your home in good condition
- Tell you about any repairs that you may be responsible for carrying out before we agree to transfer you

Complaints

We aim to:

- Acknowledge all complaints within two working days of receiving them
- Investigate and respond to all complaints within 15 working days
- Regularly monitor complaints, learn from our mistakes and use complaints to improve our service delivery.

Consultation

We aim to:

- Consult you on significant proposals to change the way we work
- Consult you fully where major work is planned to your home or the area in which you live