

Our customer service standards



We developed these standards by consulting residents. They set out what you can expect from us.

Customer service

We will do the following.

- Treat you with respect and offer a friendly and polite service.
- Have offices and services available from 8.30am to 5pm Monday to Friday.
- Provide a 24-hour emergency service every day.
- Answer your phone calls within 30 seconds and give you the name of the person you are speaking to. The longest you should ever have to wait for your call to be answered is two minutes. We are aiming to improve to be able to answer your call within 20 seconds.
- Have up-to-date voicemail messages that are checked every working day.
- Return calls and messages within one working day.
- Introduce ourselves by name and wear name badges.

- Provide offices that are clean, tidy, comfortable and accessible to people with disabilities.
- Provide an area where you can speak to us in private.
- Have minicom and hearing loops available for people with hearing difficulties.
- See you at the time of your appointment.
- See you within 10 minutes if you do not have an appointment.
- Arrange an interpreter to translate a conversation over the phone if you need it.
- Arrange for a signer or interpreter if you need one for your appointment (and you tell us beforehand).
- Reply to letters and e-mails within 10 working days.
- Get information from you about your language needs or other needs and use this to provide our services to you.
- Send you leaflets on our main policies if you ask for them.

- Give you information in other languages or formats, such as Braille or large print, if you ask for it.
- Make sure our website contains useful up-to-date information for customers.

Repairs

We will do the following.

- Agree an appointment that is convenient for you and us. This will normally be either a morning or afternoon appointment.
- Treat your home with respect.
- Show you proof of our identity before we enter your home.
- Make sure our contractors keep to our code of conduct.
- Aim to complete the work in one visit or let you know when it will be finished.
- Check with you that the work has been completed.
- Tell you beforehand if we are sending contractors to your home.

Major work

We will do the following.

- Publicise the details of our major work standard, in customer leaflets and the tenant handbook.
- Tell you when your property is due for improvements.
- Offer you even more choice about improvements to your home if you have kept to your tenancy agreement.
- Provide you with a named liaison officer before, during and after the work.
- Keep you informed throughout the work.

Adaptations

We will do the following.

- Tell you how the adaptations process works and keep you informed throughout.
- Give you clear information about any work we will carry out in your home, including target dates.

Moving into your new home

We will do the following.

- Come with you to view your new home.
- Tell you when your viewing date is likely to be when we offer you a property.
- Provide a home that is safe, clean and ready for you to move into.
- Make sure all our properties meet our property lettings service standards.
- Give you a copy of your tenancy agreement and a tenant handbook, containing useful information about your tenancy, your home and the services you can expect from us.
- Tell you how you can pay your rent and help you with your Housing Benefit form if you need us to.
- Make sure all equipment in your home comes with instruction manuals.
- Give you local information when you move in.
- Introduce you to neighbours (if you want) and local residents' associations or other local resident contacts.

Neighbourhood management

We will do the following.

- Provide a named member of staff for you and your home and give you their phone number and e-mail address.
- Visit you within six weeks of you moving in.
- Inspect each estate at least every six weeks.
- Give you the opportunity to take part in your estate inspection at least twice a year.
- Tell you about the outcomes of estate inspections.
- Remove rubbish that has been dumped on our estates within two working days of it being reported.
- Remove offensive or discriminatory graffiti from our property within 24 hours of it being reported.
- Investigate properties reported as abandoned within three working days to make them safe and secure.

Antisocial behaviour

We will do the following.

- Always have someone available to deal with antisocial behaviour during office hours.
- Investigate all complaints of antisocial behaviour.
- Respond to reports of harassment and domestic violence within one working day.
- Offer clear advice and support when you report an incident.
- Agree an action plan with you within two weeks of you reporting an incident and review this every month.
- Work with you to try to sort out your complaint of antisocial behaviour.
- If we close your complaint (that is, we decide not to take any more action), we will write to you to explain why.
- Use measures to prevent and reduce antisocial behaviour.
- Use appropriate legal and non-legal solutions to deal with antisocial behaviour.

Complaints

We will do the following.

- Let you know how you can make a complaint.
- Try to sort out your issue with you when you first tell us.
- Respond in full within 10 working days if we cannot sort out your complaint when you first contact us.
- Look at complaints so that we can learn from them.

Paying for your home and services

We will do the following.

- Provide you with a named member of staff to manage your rent account and give you their phone number and e-mail address.
- Give you a rent card within five days of your tenancy starting.
- Give you information about your rent and how it is set.
- Consult you about changes to service charges.

- Offer a range of ways for you to pay your rent including:
 - flexible direct debits that can be set up over the phone;
 - a payment card that you can use at the post office and in PayPoint and PayZone outlets
 - a telephone payment line so that you can pay your rent by credit or debit card 24 hours a day, seven days a week; and
 - an internet payment service for paying using your credit or debit card.
- Help you apply for Housing Benefit.
- Make sure all your payments are showing on your account within 72 hours of us receiving them.
- Send you a statement at least once every three months and when you ask for one. You can also look at your rent statement at any time through our website.
- Give you the opportunity to get advice about debt and benefits.

Involving you

We will do the following.

- Give you clear information about how you can become involved with us.
- Provide a range of opportunities for you to get involved.
- Offer relevant training that helps you get involved.
- Pay any expenses we have agreed with you to make sure you are not out of pocket as a result of being involved.
- Recognise and value your involvement.
- Consult you and publish the results in newsletters.
- Publish a yearly statement of what involving you has achieved.

Support services provided by EPIC Trust

If you receive support from our partner EPIC Trust we will do the following.

- Provide you with a named support worker and a support contract, which provides details of your rights and responsibilities, when you take up a service.
- Agree a personal support plan with you within two weeks of you taking up a service.
- Review your support plan at least every six months.
- Send you an organisational report each year.

This leaflet is available in a variety of formats including large print, braille and audio.

These standards apply to:

- Circle 33 Housing Trust,
- Commercial Services Circle Anglia,
- EPIC Trust,
- Old Ford Housing Association,
- South Anglia Housing
- Wherry Housing Association.

Bengali

এই দস্তাবেজটি আমাদের গ্রাহক পরিষেবার মানদণ্ড সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন। 01603 703561

Portuguese

Este documento proporciona-lhe informações sobre os padrões do nosso serviço de clientes. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado. 01603 703561

Chinese

此文件含有關於我們的客服標準的說明。若您想要將此文件列印為大型字體、製成點字版、燒錄成光碟、錄製成錄音帶或翻譯成您的母語，請撥打以下電話號碼與我們聯繫。

01603 703561

Spanish

Este documento proporciona información sobre nuestras normas de atención al cliente. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente. 01603 703561

French

Ce document contient des informations sur notre service à la clientèle. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous. 01603 703561

**Crystal
Mark
15591**



Clarity approved by
Plain English Campaign



INVESTOR IN PEOPLE



www.circleanglia.org

P1059.2.1107 Circle Anglia Customer Service Standard - General

Published October 2007