

Customer Service Statement



Our Promise to You

Our vision is all about our customers. We aim to achieve excellent standards and provide you with first class homes and services.

Our cornerstones are:

- Valuing customers
- Caring about delivering our promises
- Being helpful and professional
- Giving an individual service

We asked you, our customers, what was most important to you. We have taken your feedback and developed the Top Ten things that matter to you most, and set out here the standards of service you can expect from us in these areas.

All of the standards outlined here help us to measure our performance against a set of targets. We monitor these on a regular basis, as well as your complaints, compliments and suggestions. We publish how well we are doing against these standards in newsletters and on the website, and discuss progress at local meetings.

If you would like more information about how well we are performing or if you think we are not meeting the standards, give us a call on 0845 606 6565.

The Top 10 are.....

- Community safety
- Carrying out repairs on time
- Responding to queries
- Seeing officers out and about
- Being interested in your community
- Improving your home
- Good communication
- Developing new homes and services
- Involving You in the management of your home
- Getting the basics right and going the extra mile.



Community Safety

You told us this was vitally important. We will:-

- Take all details of anti-social behaviour complaints as soon as you report them and refer them to the relevant staff member
- Respond to emergency reports of anti-social behaviour (including hate crimes, racial harassment and domestic violence) within one working day
- Respond to non-emergency reports of nuisance within 5 working days
Carry out home visits upon request, and always provide ID
- Monitor your satisfaction on all cases reported and seek to constantly improve the service
- Work with local residents to prevent crime and anti-social behaviour
- Take appropriate action against perpetrators of anti-social behaviour and provide support to victims

Carrying Out Repairs On-time

You expect us to deal with any repairs you report in a timely manner. We will:

- Respond to repair requests via telephone, e-mail, text and through any staff member within the following time scales:
 - Emergency – 24 hours
 - Urgent – 5 working days or before
 - Routine – 28 working days or before
- Provide you with an appointment at your convenience when you report the repair
- Provide a 24 hours emergency repairs service, 365 days per year
- Aim to carry out the repair on the first visit (first time fix)
Ensure our contractors provide a high quality service
- Provide a responsive Handyperson service for vulnerable and older tenants
- Measure your satisfaction and involve tenants in monitoring contractor performance



Responding to Queries

You told us you always want someone to respond to your query or get back to you. We will:

- Always introduce ourselves and treat enquiries with respect, confidentiality and honesty
- Answer your phone calls to any of our offices within 15 seconds and provide an out-of-hours emergency call service
- Train our staff to deal with your query at the first point of contact
- If we cannot answer your query there and then, we will let you know exactly when to expect a response and by whom. This will be during the next working day.
- Respond to letters, texts and e-mails within 5 working days
- Provide an accessible, friendly and welcoming service at our offices and surgeries, including private areas if needed
- Acknowledge complaints within 5 working days and respond in full within 10 working days
- Respond to all housing applications within 10 working days

Seeing Officers Out and About

You want to see more staff in your local area. We will:

- Visit you at home upon your request – we will always provide ID when we or any of our contractors visit you
- Hold scheme events in your area at least once a year
- Carry out 'scheme walkabouts' once a year on your scheme, involving as many staff as possible
- Hold local surgeries in your area (please see the list of published surgery dates and venues)
- Carry out a tenancy check with you once a year
Visit new tenants within four weeks from the start of the tenancy



Being Interested in Your Community

You want us to take a local interest in your community. We will:

- Support local residents groups
- Carry out scheme audits every two months in your area to ensure we can deal with issues such as health and safety hazards, graffiti, vandalism etc.
- Work with local agencies to improve your neighbourhood and quality of life
- Focus our social investment activity in your community
- Collect information from tenants about race, religion, disability, sexuality, gender, age, vulnerability and communication needs. We will use this information confidentially to help tailor our services to our customers needs

Improving Your Home

As well as community interest and safety, you want us to maintain your homes to a high standard and make improvements. We will:

- Ensure the gas appliances in your home are safe through annual checks and your home is as energy efficient as possible
- Plan a programme of improvements and involve you in deciding this
- Tell you when to expect any improvements to your home e.g. a new kitchen
- Provide help and advice with adaptations, including access to our Handyperson service
- Provide choice when we are making improvements



Involving You in the Management of Your Home

You told us you want to have a say in the management of your homes. We will:

- Hold regular customer panel meetings and work with local residents groups
- Involve tenants in mystery shopping the services, and act on the feedback
- Encourage involvement from all customers, particularly under-represented groups
- Ensure tenant involvement in our board and committees
- Pay out of pocket expenses for tenants who are involved where agreed

Good Communication

You want us to communicate effectively with you, and in ways that are appropriate for you. We will:

- Send you an informative and helpful newsletter and up to date rent account statements every 3 months, plus ad-hoc information as appropriate
- Keep our website up to date with information you tell us is useful (www.svha.co.uk)
- Text you with appointments and other information if you prefer
- Be helpful, professional and always treat you fairly, and respect diversity
- Respond to all requests for information in another language, Braille, audio tape and large print within 10 working days



Developing New Homes and Services

You told us it is important to provide new homes and services within your community. We will:

- Offer different types of homes to meet different needs.
- Collect feedback from you about the types of new homes and services needed
- Measure customer satisfaction with new homes
- Involve tenants in our New Business and Regeneration Committee
- Work with our Local Authority partners to help meet housing need

Getting the Basics Right and Going the Extra Mile

We will:

- Provide support for independent living
- Provide advice and support on welfare rights, money, training and employment
- Always focus on providing our tenants with excellent homes and a first class service
- Listen to what you tell us is important and use your complaints, compliments and suggestions to improve our services and provide feedback on this
- Provide an individual service and choice





For more information about St Vincent's Customer Service Statement give us a ring

0845 606 6565

Metropolitan House, 20 Brindley Road, Old Trafford, Manchester, M16 9HQ
Email: enquiry@svha.co.uk

আপনি যদি এই তথ্য অনুবাদ করার ব্যাপারে সাহায্য চান তাহলে দয়া করে আপনার স্থানীয় অফিসে যোগাযোগ করুন।

ਜੇ ਆਪਣੇ ਆ ਮਾਹਿਤੀਆਂ ਅਨੁਵਾਦਮਾਂ ਸਹਾਯਤਾ ਜ਼ਰੂਰੀ ਹੋਵੇ ਤਾਂ ਕੁਝਾ ਕਰੀ, ਆਪਣੀ ਸਥਾਨਿਕ ਓਫਿਸਨੂੰ ਸੰਪਰਕ ਸਾਧੋ।

اگر آپ کو اس معلومات کا ترجمہ چاہیے ہو تو براہ کرم اپنے مقامی آفس سے رابطہ کریں