



Customer Service Statement Our Offer to You

November 2011



The Top 10 are....

- ✦ Community safety
- ✦ Developing new homes and services
- ✦ Improving your home
- ✦ Responding to queries
- ✦ Seeing officers out and about
- ✦ Being interested in your community
- ✦ Carrying out repairs on time
- ✦ Good communication
- ✦ 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 and adopt a multi-agency approach to seek a resolution
- ✦ Act upon emergency reports of anti-social behaviour within one working day
- ✦ Acknowledge non-emergency reports of nuisance within 1 working day
- ✦ Take appropriate action against perpetrators of anti-social behaviour and provide support to victims
- ✦ Monitor your satisfaction on all cases reported and seek to constantly improve the service

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
- ✦ Work with our Local Authority partners to help meet housing need
- ✦ Involve tenants in our Development and Sustainability Committee
- ✦ Work to reduce fuel poverty by building properties which incorporate the latest Energy Saving/ Renewable Energy Technology

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 that meets at least the Decent Homes Standard
- ✦ Tell you when to expect any improvements to your home eg a new kitchen
- ✦ Provide help and advice with adaptations, including access to our Handyperson service
- ✦ Provide choice when we are making improvements

Improving your home





Responding to queries

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

- ✦ Answer phone calls to our Metropolitan House office within 20 seconds and provide an out-of-hours emergency call service
- ✦ Aim to deal with a query about the service at the first point of contact, but if we cannot answer your query there and then, we will let you know exactly when to expect a response and by whom.
- ✦ Respond to letters within 5 working days
- ✦ 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 on going scheme events and activities in your area
- ✦ Carry out scheme surgery audits every three months in your area to ensure we can deal with issues such as health and safety hazards, graffiti, vandalism etc
- ✦ Carry out a tenancy check with you once every two years
- ✦ Contact new tenants within six weeks of the start of the tenancy
- ✦ Organise a know your neighbour event for newly built homes



Being interested in your community

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

- ✦ Support local residents through groups, meetings, events and activities to meet the needs and requests of the community
- ✦ Work with local agencies and partners to improve neighbourhoods and quality of life
- ✦ Profile our customers to help tailor our services to meet their needs.
- ✦ Work with our partners to offer a tailored lettings service which offers choice and meets local need
- ✦ Support tenants to access our Tenants Choice Fund to improve your area or scheme

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

- ✦ Respond to repair requests within the following timescales:-
 - 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 including evenings and weekends
- ✦ Provide a 24 hours emergency repairs service, 365 days per year
- ✦ Aim to carry out the repair on the first visit
- ✦ Ensure our contractors provide a high quality service
- ✦ Provide a responsive Handyperson service for vulnerable and older customers and to all at an affordable rate
- ✦ Measure your satisfaction and involve customers in monitoring contractor performance

Carry out repairs on time



Involve you in the management of your home



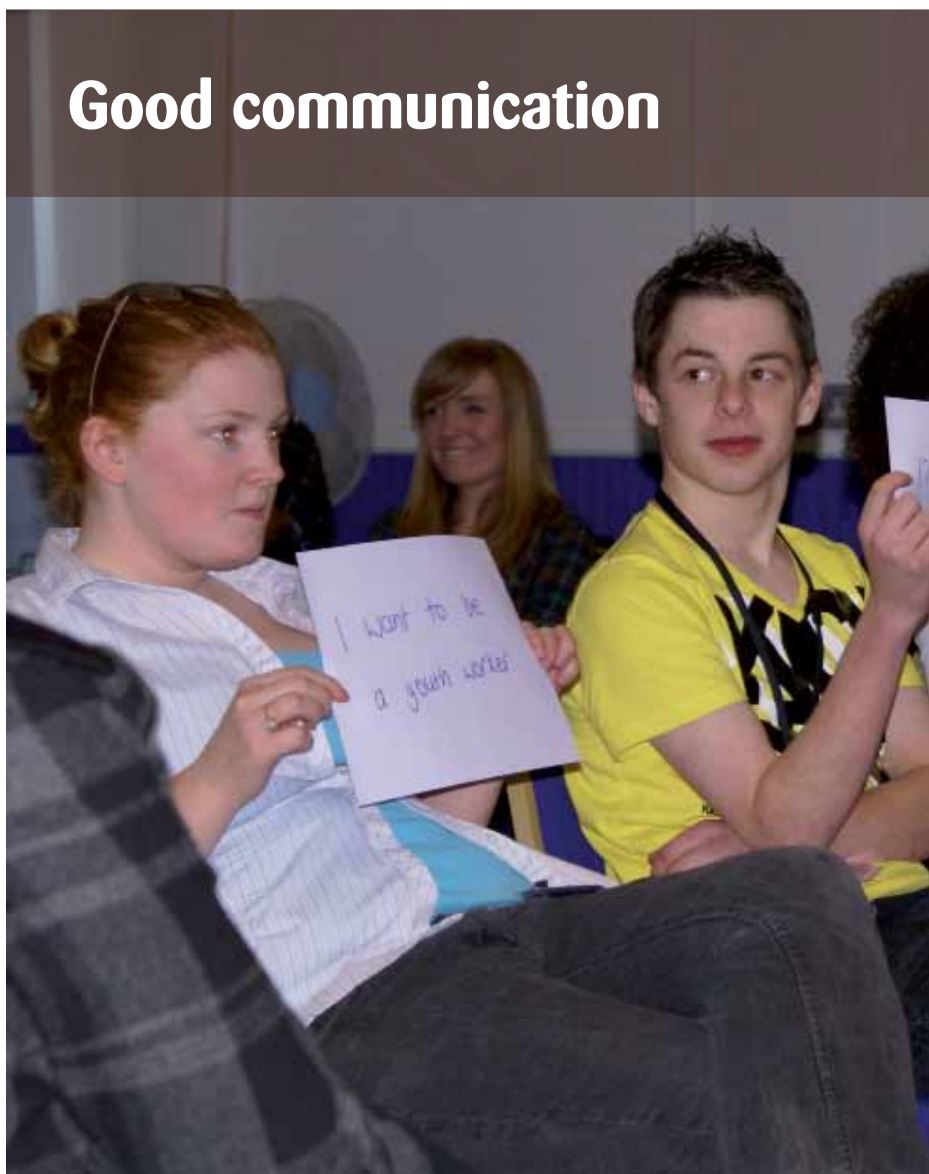
You told us you want to have a say in the management of your homes. We will:

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

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 repair appointments if you prefer
- ✦ Always introduce ourselves and treat enquiries professionally, confidentiality and honesty and respect diversity.
- ✦ Respond to all requests for information in another language, Braille, CD and large print within 10 working days

Good communication



We will:

- ✦ Provide support for independent living
- ✦ Provide advice and support on welfare rights, money, training and employment
- ✦ Focus on providing our customers with excellent homes and a first class service
- ✦ Listen to what you tell us is important and use your compliments, complaints and comments to improve our services and provide feedback on this.
- ✦ Where possible provide access to a Choice Based Lettings scheme
- ✦ Provide 'free of charge' access to HomeSwapper Service, for tenants who would like to participate in a Mutual Exchange Service
- ✦ Develop an under occupation policy to assist tenants to downsize if they wish.
- ✦ Ensure value for money is at the heart of our service
- ✦ Ensure an effective and accountable governance structure is in place
- ✦ Ensure St Vincent's is financially viable
- ✦ Meet the Government's guidelines regarding rent setting
- ✦ Offer appropriate security of tenure

Getting the basics right and going the extra mile



This is our offer to you.....we will update you on how we are doing each year in the Annual Standards Report.

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

We can provide this information in a number of alternative formats to meet your needs, including a telephone translation service, printed in other languages, CD, large print or electronic format. Customers with a hearing disability can call the mini-com number on 18002 0161 772 2156

ہم یہ معلومات آپ کی ضرورت کو پورا کرنے کیلئے قابل صورتوں میں فراہم کر سکتے ہیں، بشمول تلفون تراجم سروس۔
دوسری زبانوں میں پرنٹ، بی ڈی، سونے حروف میں الیکٹرونک میں۔ ہمارے دو سارا لیسن جنہیں سننے کی سطح پر
ہے۔ ہمارے مینی کام 18002 0161 772 2156 پر مین فون کر سکتے ہیں۔

Mozemy udostępnić te informacje w innych formatach zależnie od twoich potrzeb, między innymi tłumaczenie przez telefon, druk w innych językach, CD, duży druk lub format elektroniczny. Klienci z problemami ze słuchem mogą kontaktować się z nami poprzez minicom pod numerem 18002 0161 772 2156.



St Vincent's Housing Association
Metropolitan House 20 Brindley Road Old Trafford Manchester M16 9HQ

Tel: 0845 606 6565 (low cost number) or 0161 772 2120
email: enquiry@svha.co.uk www.svha.co.uk