



# CUSTOMER CHARTER



**Housing**  
Executive





# CUSTOMER CHARTER

## Customer Charter

*Our aim is to provide the best possible service to our customers in an efficient, effective and professional manner*

### Staff

We will

- be prompt, polite and helpful
- treat everyone fairly
- wear name badges to identify ourselves
- show photographic identification when we visit your home
- give you the best advice and assistance on housing matters
- arrange appointments on request
- respect your privacy

### In the Office

We will

- advise you of our opening hours
- see you within 10 minutes
- see you within 5 minutes of your appointment time
- provide a private interview room on request
- help to complete forms on request
- provide access for disabled people or visit you in your home
- have information leaflets available
- display our performance against our standards of service
- provide a Community Notice Board
- provide translation & interpretation services on request
- provide information in other formats such as Braille

### Telephone

We will

- answer your call within 10 seconds
- introduce ourselves
- if we cannot give you an immediate answer we will take details and call you back at an agreed time
- provide a recorded message giving details of our after hours service, including repairs and homelessness.
- access telephone translation where appropriate

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## Home Visits

We will

- offer you an appointment at a time that suits you
- always show you photographic identification
- arrange to bring an interpreter where appropriate

## Letters/ e-mails

We will

- Reply to written correspondence within 10 working days and electronic correspondence within 8 working days
- sign our replies stating our name and position
- use plain language
- provide translation services on request

## Complaints

If you are unhappy with our service you can make a complaint

### We will

- acknowledge your complaint within 3 working days
- investigate and reply to your complaint within 15 working days
- give an explanation in writing
- apologise if a mistake has been made and put matters right immediately

## Involving You

We will

- Encourage you to become more involved in managing your estate.
- Help you to form a community association.
- Consult you on any major changes in the way we manage your estate and any building work planned for your home or the surrounding area.

## Help us to help you

We will

- ask you what you think of our service
- listen to your views
- use your feedback to continually improve our service to meet your needs



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## Service Unit Standards

The Housing Executive provides advice and assistance to its customers through a range of local service units:

### District Office

We will

- If eligible, place you on the housing waiting list within four weeks of applying for accommodation
- Give you three reasonable offers of accommodation
- Let you view your home before accepting it
- Provide you with a tenancy agreement
- If you apply as homeless we will give you a decision on your application within 33 working days
- Inform you when a scheme is planned and seek your agreement on work proposals
- Complete Emergency, Urgent and Routine repairs within agreed timescales of 24 hours, 4 days and 4 weeks
- Process antisocial behaviour / neighbour complaints
- Give you a forum through the District Housing Community Network
- Every year we will send you a local newsletter on our performance, service cost and our plans for the future

### Accounts / Housing Benefit Units

We will

- Send you a rent statement every three months
- Give you four weeks notice of any rent increase
- Process Housing Benefit claims within 14 days of receiving all information
- Explain how your Housing Benefit application is assessed
- Explain if you are not entitled to Housing benefit

# CUSTOMER CHARTER

**For further information on our services, Your Home Information Pack includes advice on:**

- Housing Executive Tenants' General Conditions of Tenancy
- Housing Executive Tenants' Rights and Responsibilities
- Making a Complaint
- Finance Issues
- Maintaining and Caring for your Home
- Housing Issues
- Energy Efficiency in your Home
- Consulting and Involving you
- Paying your Rent
- Housing Benefit
- Buying your Home
- Home Contents Insurance

**These publications are available on request in other formats including:**

- Large font
- Audiocassette
- Braille
- Computer Disc
- Main minority ethnic languages
- DAISY







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[www.nihe.gov.uk](http://www.nihe.gov.uk)

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