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
Customer Charter

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
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
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