



Customer Service Standards



INVESTOR IN PEOPLE

Customer Service Standards

These are our main service standards. More detailed information on standards for all our service areas is available on request through our offices and on our web site. We will check our performance in meeting these standards on a regular basis. This includes asking customers for their views.

You can expect to be treated fairly, with respect and according to your needs when using our services. We expect our staff to be treated fairly and with respect.



Access to our Services

We aim to:

- Offer regular, reasonable opening hours and tell you how you can access our services. We will publish these through service standard leaflets, HOME magazine, letters and the handbook
- Make sure that all our staff and contractors carry and show identification
- Employ staff who are polite and professional
- Use translation and interpretation services to help us understand your needs and tell you what we will do to help you

Responding to You

We aim to:

- Answer all telephones within 10 rings
- Provide an answer phone service when we are not at our desks or outside working hours
- Send a full response to correspondence within 10 working days. If this is not possible we will let you know
- Provide information you need in ways you find easy to understand
- Make an appointment if we need to visit you at home or to carry out certain repairs
- Contact you if we need to change an appointment, and would ask you to do the same for us

Access to Housing

We will work in partnership with Coventry Homefinder to let our properties.



Rents and Service charges

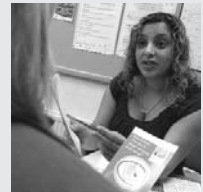
We aim to:

- Offer a wide range of ways in which to pay
- Tell you how rents and charges are calculated
- Provide benefit advice and support where we can
- Take firm but fair action to recover any arrears
- Send you a statement of your rent account at least once a year

Repairs

We aim to:

- Make sure that it is easy to report repairs including a 24 hour service for emergencies
- Carry out repairs as quickly as possible depending on their urgency
- Service your gas appliances every year
- Make sure the people who carry out your repairs follow our code of conduct



Managing Homes and Estates

We aim to:

- Regularly inspect estates and blocks of flats and provide opportunities for customers to join us
- Keep your neighbourhood in good condition with your help
- Take quick and firm action against tenants, or those they are responsible for, whose behaviour affects the quality of your life or home
- Take action to deal with other breaches of tenancy conditions
- Make sure that you have information on your rights as a tenant and about how to use those rights



Making a Complaint

We will provide a formal complaints service and will give you information which tells you how to complain and how we will deal with your complaint.

Influence on our Services

We aim to:

- Give you opportunities to influence the services we provide to you
- Tell you how your involvement has made a difference

Further Customer Information for each service area is available on our website www.whitefriarshousing.co.uk or on request from our housing offices.

We offer a wide range of leaflets which detail our policies, procedures and good practice. These are available on request.

Need help in your own language?

French

Pour vous assister en votre propre langue

Portuguese

Assistencia na sura propria lingua

Somali

Luqadaadoo lugugu caawinaayo

Farsi

برای کمک به زبانتان

Arabic

لمساعدتكم في لغتكم

Kurdish

بويارمه تيدان به زمانى خووت

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