

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

Whitefriars is proud to be part of



Whitefriars Housing Offices

9 Little Park St
City Centre
Coventry

☎ 024
7676 7111

29-31 Riley Square
Bell Green
Coventry

☎ 024
7670 8400

192 Torrington
Avenue
Coventry

☎ 024
7649 6700

St James Lane
Willenhall
Coventry

☎ 024
7651 6700

Need help in your own language?

Arabic

يا به زبان خودتار به کمک نيت داريد؟ "هل تحتاج الى مساعدة بلغتك؟"

French

Vous avez besoin d'aide dans
votre propre langue

Kurdish

اپنی زبان میں مدد کی ضرورت ہے۔ نا بنوسب نه بارهتر نه زمانى حوب هده.

Farsi

Polish

Wymagają Państwo
pomocy w swoim języku?

Urdu

☎ 024 7676 7000

Do you want this leaflet in a different format?

If you need this leaflet in audio, braille or large print format contact

☎ 024 7676 7000

Repairs Line (24hrs) 0300 7906 555



www.whitefriarshousing.co.uk
email info@whitefriarshousing.co.uk

Customer Service Standards

Standards du Service Client

معيير خدمة العملاء

معيار ت خدمت به مشرکین

بنوهره کابی خزمه نئی کمران

Standardy w Zakresie Obsługi Klienta

خدمت گاہک کے معیار



"creating places where people are proud to live and work"

Customer Service Standards and Promises

We believe in providing you with the highest standard of service we can and making our services as easy to use as possible.

In this leaflet we list our **10 service standards** and our **20 service promises**, which we have jointly agreed with customers.

Our customer service standards and promises apply to all residents and where relevant to all housing applicants.

Customer Service Standards

Our service standards are minimum standards we will meet in key areas of our work. Each standard is measured and monitored regularly and we report the results to our customers.

Our target is to achieve 100% for all our service standards.

You can judge our performance against these service standards. If you think we are not achieving them, please let us know.

1. We aim to answer telephones within **6 rings**.

2. We aim to respond to your letters and emails within **7 calendar days***. If we know it will take us longer, we will tell you why and what we intend to do.

3. We will give you access to the personal information we hold about you and you are entitled to see.

We will do this **within 40 calendar days*** of receiving your application and a £10 fee, although we will try to give you access to the information as soon as we can.

4. We will aim to offer you an appointment for any **urgent repairs within 7 calendar days***, and any **routine repairs within 28 calendar days***.

5. If you have an **emergency repair**, we will complete the repair **within 24 hours** or make it safe until a permanent repair is possible.

6. If there is a gas supply and appliance in your rented home, this is our responsibility and we will do a gas-safety check **each year**.

7. We aim to investigate all reports of anti-social behaviour and respond within **14 calendar days***, informing you of any action to be taken.

8. We aim to respond to a report of harassment or racial harassment within **3 calendar days*** (or 1 day if a physical attack has happened).

9. We will investigate all formal complaints about our services, and aim to respond to you **within 14 calendar days***, informing you of any action to be taken.

10. We will complete the actions we have agreed with customers as part of the Customer Involvement Statement **each year**.

* **Except for bank holidays and office closures.**



Customer Service Promises

These are our promises to you. They outline the behavior you should expect to receive from staff. They are monitored through staff training and assessments and the outcomes are not reported to customers. If you think we are not achieving our service promises, please let us know.

1. We aim to make it as easy as possible for you to access our services. We will do this with regular, reasonable office opening hours, efficient telephone services, including answer phones, and using email, text and the Internet. We will let you know about these through our offices, magazine, website and handbook.
2. We aim to make sure that our letters, leaflets, magazines and handbooks are written in plain language. If you need us to, we will be happy to provide any part of them on audio CD, in large print or in translation.
3. We aim to make sure you have information about us, our services and policies, what we are doing and your rights and responsibilities.

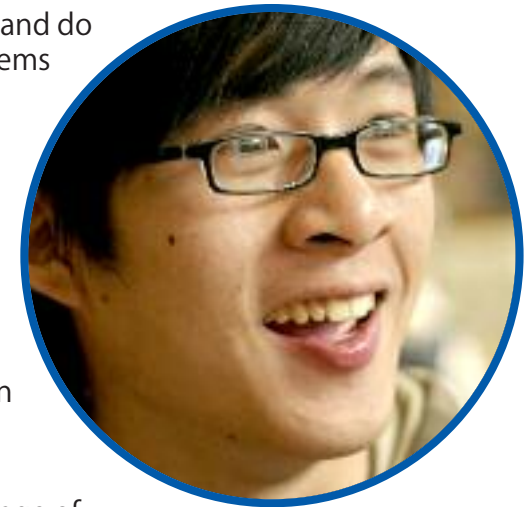
Some of the ways we will do this include newsletters, our website, leaflets, annual reports, community events and in our reception areas.

4. We aim to treat all our customers with respect and as individuals. This includes changing and adapting how we deliver our services, where we can.

5. If you have asked someone to ring you, we aim to do so as soon as possible.

6. We are happy to make a home visit to meet your needs where possible and if this is needed.

7. We will aim to ensure all our staff and contractors carry and show identification. We will encourage you to check this before they enter your home.
8. We expect our staff and contractors to be polite, professional and do a good job, solving problems that may occur and working to continuously improve service.
9. We will give you a breakdown of your rent and service charges at the start of your tenancy. We will provide **28 days' notice** and an explanation of any change in rent or service charges.
10. We aim to offer a wide range of ways for you to pay. We will follow a firm but fair approach to recovering any money we are owed.
11. We aim to provide appropriate benefit and money advice. This may include referring you to another organisation that can help.
12. We aim to keep our schemes and estates in good condition. As part of this we will do regular inspections and encourage customers to work with us in this and in improving standards.
13. We will monitor our contractors' work to ensure they are meeting the performance measures set out in their contract. We will publish the results of this once a year in our newsletter.
14. We aim to make sure that the people who do repairs and maintenance to your home follow our code of conduct.



15. We aim to confirm the start date of any planned maintenance work to your home, giving you as much notice as possible.
16. If we are planning major repairs or improvements to your home, we aim to consult you as early as possible in the process. This could include agreeing with you things like paint colour, kitchen design and layout.
17. We will learn from any complaints we receive and, wherever possible, we will use them to improve the quality of our service.
18. We will encourage as many customers as possible to get involved, especially customers who come from less well-represented groups, such as the elderly and young people.
19. We will offer a wide range of options for customers to get involved, including activities to examine our performance and influence service development and delivery.
20. We will let you know how customer involvement has made a difference to our service, including from feedback we receive from surveys and complaints. We will do this through our newsletters and annual reports, in our reception areas and on our website.

