

Service Standards – Income Generation Team

Customer Care – We will:	How we will monitor this:
<ul style="list-style-type: none"> - Deal with all enquiries promptly, efficiently, fairly and politely - On request, provide information in a variety of formats such as, Braille, large print, audio tape or translation services - Regularly review the Arrears Policy/Procedure to ensure it remains relevant and appropriate - Advise staff whereabouts by having a detailed and accurate voicemail - Provide a Duty Officer Service from the hours of 9am to 5pm, Monday to Friday 	<ul style="list-style-type: none"> - A Duty Officer will call you back within 24 hours - Regular system reports will be produced to monitor this - The Policy will be reviewed every 3 years - Regular checks will be completed by the Income Generation Manager - A daily rota is in place to ensure this service is provided

<ul style="list-style-type: none"> - Respond to all written correspondence within 10 working days - Offer private interview facilities at a variety of locations which are convenient and accessible to you - Visit you at your home if required at a convenient time for you 	<ul style="list-style-type: none"> - Regular checks will be completed by the Income Generation Manager - Regular systems reports will be produced to monitor this - Regular systems reports will be produced to monitor this and checks will be completed by the Income Generation Manager
<p>Rent Payment Methods – We Will:</p>	<p>How we will monitor this:</p>
<ul style="list-style-type: none"> - The Group will provide you with alternative methods of paying your rent - The Group will order replacement swipe cards within five working days of the request - Payments will be put onto your account within 2 working days 	<ul style="list-style-type: none"> - Details are published in Belong, Rent Statements, Regenda Website and Sign up Packs - Regular checks will be completed by the Income Generation Manager - Regular checks will be completed by the Income Generation Manager

Rent Statements – We Will:	How we will monitor this:
<ul style="list-style-type: none"> - Respond to your request for a rent statement within 24 hours - Provide you with a rent statement every 3 months 	<ul style="list-style-type: none"> - Regular system reports will be produced to monitor this - Rent statements are produced quarterly by an external Company
Prevention of Rent Arrears – We Will:	How we will monitor this:
<ul style="list-style-type: none"> - Provide Welfare Rights and money advice or alternatively refer you to a local Debt Counselling Agency - We will provide you with 4 weeks notice in writing whenever we change your rent 	<ul style="list-style-type: none"> - This will be monitored through the Income Generation Customer Feedback Survey - Spot checks will be completed by the Income Generation Manager

If you accrue Arrears – We Will:	How we will monitor this:
<ul style="list-style-type: none"> - Attempts to contact will be made within two weeks of your account going into arrears - All Residents in arrears will be provided with clear advice about our Arrears Policy and offered a confidential interview - A Notice of Seeking Possession will be served where arrears exceed more than 3 weeks and an agreement to pay has not been maintained - The Group will inform you in writing within five working days of the outcome of any Legal action - Before an Eviction the Group will have attempted to contact you at least ten times 	<ul style="list-style-type: none"> - Regular system reports will be produced to monitor this - Regular checks will be completed by the Income Generation Manager - Regular checks will be completed by the Income Generation Manager and regular system reports will be produced to monitor this -Regular checks will be completed by the Income Generation Manager and regular system reports will be produced to monitor this -Regular checks will be completed by the Income Generation Manager and regular system reports will be produced to monitor this

When things go wrong – We Will:	How we will monitor this:
<ul style="list-style-type: none"> - Provide you with details of the Complaints Policy should you be unhappy with our response to your complaint - On receipt of your complaint we will acknowledge your complaint within 2 working days and respond within 10 working days - Act upon Customer feedback to improve the Service we offer 	<ul style="list-style-type: none"> - A monthly report is produced to monitor performance on complaints and ensure that they are dealt with within the Group’s standard of 10 working days. A Feedback Form is sent to every Customer to help improve the Group’s services.