

## Customer Services

### We will:

- Treat all customers fairly and with respect
- Make sure all our employees and representatives are polite and well trained to do their job effectively
- Make sure that any information we provide is clear, written in plain language and offered in different formats
- Offer a written and spoken translation service
- Always respond positively to your right to see personal information we hold about you
- Make appointments to visit you in your home that are convenient to you
- Contact you the day before if we need to change an appointment
- Make sure that all our employees or representatives tell you their name and have an identity badge when they visit you
- Leave a card saying we have called and giving details of how you can contact us if you are not at home
- When we leave a message for a customer we will always speak clearly, leave our full name and contact details and repeat the number customers need to call back

### If you telephone us we will:

- Aim to answer calls within 30 seconds
- Make sure our staff greet you, provide their names and listen to your enquiry
- Make sure our staff are trained to answer as many enquiries as possible straightaway
- Make sure that when we can't resolve your query straightaway you are informed how and when we will respond and keep you informed of progress
- Ring all customers who request or need a call back within one working day
- Make sure that when we are closed you have access to an out of hours emergency service

### When you visit one of our offices we will:

- Ensure all our offices are accessible and clearly display their opening times
- Always offer interviews in private
- Not keep you waiting more than 5 minutes at reception
- Make an appointment for you to see a member of staff if they are not available when you visit

### When you write, e-mail or text us we will:

- Acknowledge receipt within one working day
- Make sure that a full response is provided within 10 working days if it is more complex

## Responsive Repairs:

### When you have a repair we will:

- Explain which repairs are our responsibility and which are yours
- Tell you when your repair will be completed by putting it into one of the following groups:
  - Emergency within 4 hours, you must remain in the property during this period
  - Urgent within 5 days
  - Routine within 20 days
- When we need access to your home, agree with you a convenient appointment slot from the following:
  - Monday to Friday AM 8.30am-1.00pm
  - Monday to Friday PM 12.30pm-5.00pm
  - Monday to Friday school time slot 9.30am-2.30pm
  - Thursday PM upto 8.00pm
  - Saturday upto 1.00pm
- Aim to complete repairs at our first visit
- Only use contractors we have approved and who work to our contractor charter
- Check what you think of the repairs service by carrying out a satisfaction survey following the completion of the repair
- Offer a minor adaptations service and will work in partnership with local authority partners to enable you to access major adaptations.

## Planned Repairs:

### We will:

- Work with you to plan our maintenance, improvement and modernisation programmes
- Publish our annual programme in our tenant newsletter and make it available on our website
- Offer as much choice as possible when items such as kitchens and bathrooms are being replaced
- Give you a minimum of 3 months notice before we start any major work in your home
- Check how satisfied you are with the work when it is complete by carrying out a satisfaction survey
- Inspect and test every gas installation in your home every 12 months
- Make sure every property with a gas installation has a valid gas safety certificate
- Take legal action to get into properties when necessary to carry out gas safety checks

## Letting our homes:

### When letting our homes we will:

- Allocate our homes fairly, in line with legal obligations, and in ways that minimise the amount of time they are left empty
- Send out requests for application forms within 1 working day
- Process received application forms onto waiting list within 10 working days provided all relevant information has been provided
- Provide all new tenants with access to a range of tenancy support services at the beginning of their tenancy
- Always offer the chance to view the property you are offered with a member of the team
- Give you up to 48 hours after seeing the property to decide if you want to accept it
- Provide you with a copy of our lettable standard
- Visit new tenants within four weeks of their new tenancy to check they have settled in
- Give advice to existing tenants who wish to move to another home about their options and where possible help them find a new home
- Complete a mutual exchange involving one of our tenants within 30 days
- Work with our local authority partners to make sure the allocation of our homes helps them to fulfil their duties towards people who are homeless

## Paying your Rent:

### We will:

- Give you at least 4 weeks notice in writing if we are increasing your rent
- Offer you a range of methods for paying your rent including:
  - Direct debit
  - Standing Order
  - At the Post Office
  - At any Payzone outlet
  - By card, (debit and credit), via our Shared Service Centre
  - Over the internet at [www.regendafirst.org.uk](http://www.regendafirst.org.uk)
- Send you a rent statement every 3 months or on request within 1 working day
- Take early action to prevent and recover arrears including contacting you if your account goes more than two weeks in arrears
- Provide you with help and support if you are struggling to pay your rent including working with you to agree affordable repayment terms
- Offer you advice on accessing debt counselling services if you need more support than we can give
- Always pursue debts until they are repaid including if necessary court action and eviction
- Always pursue tenants who have left our homes and left a debt behind

## Anti Social Behaviour and Harassment:

### To ensure we keep safe in your home we will:

- Take seriously and respond to every report we get about nuisance and anti social behaviour
- Assess each case individually to make sure appropriate action is taken
- Contact and visit you at home if you ask us to within 1 working day if you are the victim of or witness to threatened or actual violence, hate crime or domestic violence
- Contact and arrange to visit you at home if you ask us to within 5 working days if you are the victim of or witness to nuisance or anti social behaviour not included above
- Remove all racist, sexist, obscene or offensive graffiti within 1 working day
- Remove all other forms of graffiti within 5 working days from the date it is reported
- Respect your right to confidentiality if you want us to, (however, this may limit the options we have to deal with the issue)
- Agree with you a plan of how we handle reported incidents
- Keep in touch with you on weekly basis until your case is resolved or closed
- Provide an interviewer of same sex if requested
- Aim to resolve cases without making them worse including using mediation when possible
- Take legal action including eviction when necessary in serious cases if there is enough evidence and we have the power to do so
- Work with the police and other partners to investigate and prevent incidents of anti social behaviour
- When possible offer people causing anti social behaviour the chance to change their behaviour by offering support including referral to other agencies
- Offer support to people suffering anti social behaviour including advice on giving evidence, and attending court.
- Conduct a satisfaction survey everytime we close a case to ensure we learn from the experience

## Neighbourhoods:

### In your neighbourhood we will:

- Carry out walkabouts with residents at least twice a year in all areas and four times a year in Neighbourhood Action areas (hot spots)
- Develop a local plan or scheme plan for your 'area' in partnership with residents and other agencies to address local issues
- Feedback to residents locally about our performance, using a variety of methods, including a *Regenda Local* newsletter. Monthly in sheltered schemes, quarterly in Neighbourhood Action areas (hot spots) and annually in all other areas
- Inspect all communal areas on a quarterly basis
- Organise an annual event for you to meet with your local Regional Services Manager or Regional Director in Neighbourhood Action Areas
- Contact all our residents with individual needs on an annual basis
- Publish who your Neighbourhood Officer, Regional Manager, and Regional Director is via our local newsletters and via the Regenda website

## Sheltered Housing:

### In our sheltered housing schemes we will:

- Develop an annual events calendar for your scheme
- Work with you to develop a scheme plan and will review progress regularly
- Produce a monthly scheme newsletter
- Organise an annual event for you to meet with your local Regional Services Manager or Regional Director
- Conduct a monthly surgery at your scheme
- Meet with you to discuss your service charge on an annual basis

## Keeping you involved and up to date:

### We will:

- Invite you to take part in a range of involvement opportunities
- Make sure you have the chance to tell us about the place where you live so you can be involved in local decisions about the services we provide in your area
- Send you a Regenda newsletter at least three times a year
- Provide a range of other information in a range of different formats
- Check how satisfied you are with our services by sending out a range of surveys and feeding back to you about the results
- Provide places for residents to become active members of our regional committees and housing services committee

## Complaints:

### When we get things wrong we will:

- Accept your complaint whichever way you want to make it including:
  - In person
  - By telephone
  - In writing
  - Using a complaint form
  - In an e-mail or text
  - By using our website
- Take your complaint seriously, apologise and try and put it right there and then
- If we can't put it right straightaway send you details of your complaint reference number and tell you who will be investigating it within two working days
- Send you a full response to your complaint within 10 working days. If we need more time to fully investigate we will tell you why and keep you informed the best way for you.
- Give you chance to think about our response and if you remain dissatisfied you can tell us within 10 working days and we will review our decision
- Give you advice on how to take your complaint to the housing ombudsman service
- Publish annually how we are doing in dealing with complaints