

معايير الخدمة التي نقدمها وميثاق التعامل مع الزبائن

আমাদের পরিষেবার মানদণ্ডগুলি ও গ্রাহকদের চার্টার

استانداردهای خدماتی و منشور مشتریان ما

Nos normes de service et notre Charte clients

# Our Service Standards & Customer Charter

Standard naszych usług i karta praw klienta

ਸਾਡੀਆਂ ਸੇਵਾਵਾਂ ਦੇ ਮਿਆਰ ਅਤੇ ਗਾਹਕ ਅਧਿਕਾਰ-ਪੱਤਰ

Heerarka Adeeggeenna iyo Cahdiga Macaamiisha

ہمارے سروس معیارات اور صارف منشور



**Chevin**  
HOUSING ASSOCIATION LTD

A member of the Chevin Housing Group  
Charitable

*This leaflet tells you about the standards of service that you can expect from Chevin Housing Association as one of our customers.*

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## Our service standards and customer charter

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This leaflet tells you about our service standards and the commitments you can expect from Chevin Housing Association as one of our customers.

We believe that as one of our customers, you have the right to a high quality professional service that we can be proud of. This leaflet sets out the level/quality of service customers should receive from Chevin staff and by monitoring how well we meet these standards we will be able to use it to help us continuously improve.

The service standards that we've set out will be monitored, recorded and reported on. We will use this to assess how well we are meeting our commitments and to improve on areas where we are falling short. The commitments in our customer charter are less easily monitored but they are still important areas that we are committed to.

These standards and commitments have been developed in consultation with customers and staff. Each year these standards will be updated to include suggestions from you so that we can continue to improve our services to meet your needs. We welcome your feedback on how we are performing against our service standards and how we can make improvements. If you have any comments or suggestions, please contact our Performance and Business Improvement team. Contact details are as follows:

By telephone: **0845 2701088**, by e-mail to [enquiries@chevinha.co.uk](mailto:enquiries@chevinha.co.uk) or by post to the Performance and Business Improvement team, Chevin Housing Association, Harrison Street, Wakefield, WF1 1PS. If you would like a copy of any of the policies or procedures mentioned in this leaflet please contact our Customer Services department on **0845 2701088**. Many policies can be found on our website [www.chevinha.co.uk](http://www.chevinha.co.uk)

## Equality in our services

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Chevin Housing Association is committed to providing accessible services. We cover a large geographical area and value the diversity of our customers, recognising that you have varied needs and requirements. All of our customers have the right to a friendly and equitable standard of service.

### Service Standards

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#### Chevin will:

- ✓ Not discriminate against you on the grounds of age, disability, ethnicity, gender, religion, sexuality or for any other reason that may cause somebody to be treated with prejudice.
- ✓ Ensure that our Black & Minority Ethnic staff profile reflects our areas of operation.
- ✓ Encourage job applications and interviewees from a diverse background.

### Customer Charter

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#### Chevin will:

- ✓ Use a range of methods to make our services accessible to all of our customers.
- ✓ Provide written information in alternative languages and formats such as large print, audiotape and Braille when requested to suit your individual needs.
- ✓ Provide a translator or interpreter if you need one.
- ✓ Provide a hearing loop in all of our public access office reception areas.
- ✓ Always try to help if you tell us that you have any other special requirements.

- ✓ Ensure that our Board, Committees and staff understand the diverse needs of our customers and use this when planning and delivering our services.
- ✓ Continue to provide a variety of consultation opportunities so that all of our customers can have a say in determining our services.
- ✓ Continue to operate a zero tolerance stance on all kinds of harassment, hate crime and domestic violence.
- ✓ Ask you for details about your age, disability, ethnicity, gender, religion, sexuality and whether you have a disability to ensure that our services take account of you as an individual.

## What can you do to help us?



1. If you or any member of your household has been the victim of racial harassment or any other kind of harassment, please let us know so that we can help you. Please contact your Housing Officer or the Anti-Social Behaviour team on 0845 270 1088.
2. If you have any special communication needs, please let us know.  
Our contact details are:  
**by telephone:** 0845 270 1088  
**by e-mail:** [enquiries@chevinha.co.uk](mailto:enquiries@chevinha.co.uk)  
**by post:** to the Performance and Business Improvement team,  
Chevin Housing Association, Harrison Street,  
Wakefield, WF1 1PS.



## Accessing our services and keeping you informed - what can you expect?

### Service Standards

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#### Chevin will:

- ✓ Make sure that all of our staff and contractors working on our behalf wear name badges or carry identity cards if they are going to call on you at home.
- ✓ Send you an annual performance report, plus an annual review of our resident involvement activities.
- ✓ Send you a quarterly magazine containing news and views publicising various aspects of our service.
- ✓ Carry out follow-up telephone surveys of users of all our services, feed the results back and use these as part of service reviews.
- ✓ Test the quality and value for money of our services, involving residents if possible and feedback the results of such exercises.

### Customer Charter

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#### Chevin will:

- ✓ Provide low cost telephone access to all customers.
- ✓ If you are a tenant inform you of the name of your designated Chevin contacts. If you are an applicant we will inform you of the team dealing with your application.
- ✓ Send every tenant a fridge magnet displaying the Chevin repairs and customer service telephone numbers so that you can contact us more easily.
- ✓ Promote e-mail addresses so you can contact us more easily.
- ✓ Always try to cater for your individual communication needs.
- ✓ Use plain language in our letters, leaflets and newsletters.

## Communication

### Service Standards

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#### Chevin will:

- ✓ Reply to your letters within seven working days of receipt and your e-mails within three working days of receipt. If more time is needed to respond to your query in full, we will contact you within these time scales to explain the reason why and when you can expect a full response.

### Customer Charter

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#### Chevin will:

- ✓ Be polite and helpful.
- ✓ Answer your telephone call as quickly as possible and staff will tell you their name.
- ✓ Listen to you and be able to identify the right person to deal with your enquiry.
- ✓ Only use voicemail if absolutely necessary.
- ✓ Treat your enquiry in a confidential manner and offer you a private meeting if you need one.
- ✓ Where you request a home visit, we will agree with you the most convenient time to visit.





## Choosing a Home

### Service Standards

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#### Chevin will:

- ✓ Enable you to complete an on-line application or assist you in completing an application form.
- ✓ Provide you with property information on the area of your choice.
- ✓ Publicise details of our Lettings Policy on our website.
- ✓ Send you a letter of acknowledgement to say that we have received and processed your completed application form within five working days.
- ✓ Give existing tenants advise on transfers and our transfer policy.
- ✓ Aim to re-let our empty homes in less than 30 days.
- ✓ Publicise our shared ownership schemes on appropriate websites, in media publications and via leaflets.

### What can you do to help us?

1. Keep Chevin informed if your circumstances change.
2. Attend scheduled appointments.





For your **NEW** home

## Service Standards

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### Chevin will:

- ✓ Give you a copy of your tenancy agreement, a tenants' handbook and a 'sign up' pack including a copy of our void standard and other useful information about our services.
- ✓ Make your new home safe and secure, as defined by our void (empty property) procedure.
- ✓ Have asked qualified contractors to test gas services and carry out a periodic electrical test.
- ✓ Have cleared any rubbish from your home and garden.
- ✓ Have made any necessary repairs to your new home.
- ✓ Make contact with you within six weeks of you moving in, to see whether you are settling in.
- ✓ Decorate your new home to a minimum standard or alternatively provide materials such as tins of paint or a decorating allowance where the property requires it.

## What can you do to help us?

1. Familiarise yourself with your responsibilities as a resident as outlined in your tenancy agreement and handbook.
2. Keep your six week appointment with your Housing Officer or make an alternative date for the visit as soon as possible.





## Paying your rent

### Service Standards

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#### Chevin will:

- ✓ Discuss with you the different methods of paying your rent and what you should do if you fall into difficulties.
- ✓ Offer you a wide variety of methods for paying your rent including on-line via a secure website, via texts from mobile phones, at any allpay outlet or by debit card via telephone if you have an allpay card, standing order, direct debit, by post, by Housing Benefit Direct, or through internet banking via your bank.
- ✓ Send you a rent statement four times a year, at the beginning of January, April, July and October.
- ✓ Notify you of any arrears of rent at an early stage, keep you fully informed on action being taken and come to a reasonable arrangement about how you will repay the arrears.
- ✓ Send you an annual service charge schedule showing a breakdown of your estate service costs.
- ✓ Notify you of the current rent figure for your property and notify any increases due by giving a minimum of four weeks' notice.

### Customer Charter

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#### Chevin will:

- ✓ Give you debt advice or, where appropriate, refer you to an external organisation to give you advice.
- ✓ Help you to complete housing benefit claim forms.
- ✓ Make sure that any confirmed and agreed credits owing are refunded promptly.
- ✓ Make sure that people working on Chevin's behalf show respect for you and your property.

### What can you do to help us?



1. Help us by paying your rent on time.
2. Let your Housing Officer know as soon as possible if you are having difficulty paying your rent and would like advice.



## Taking care of your home

### Service Standards

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#### Chevin will:

- ✓ Ensure staff or contractors telephone you to acknowledge your repair within three days of you reporting it and arrange a mutually convenient time to carry it out.
- ✓ Continually monitor the number of repairs we complete in the first visit.
- ✓ Expect a 95% repairs satisfaction rate.
- ✓ Service annually Chevin owned gas appliances.

### Customer Charter

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#### Chevin will:

- ✓ Ensure that at least 10% of repairs are surveyed for tenant satisfaction.



## What can you do to help us?

1. If we have agreed a certain time to carry out a repair, please make sure that you are at home. If you are unable to keep an appointment, please let us know.
2. Allow contractors working on our behalf into your home to service your gas appliances each year.



## Improving your home

### Service Standards

#### Chevin will:

- ✓ Involve you in consultation about proposed works and give you three weeks' notice before work starts on your home.
- ✓ Keep you informed about the work that we will be carrying out.
- ✓ Help you to pack and unpack your belongings and move furniture if you are unable to do so and take account of any special needs that you may have.
- ✓ Make sure that our contractors keep disturbance to a minimum.
- ✓ Monitor tenants' and residents' satisfaction with the quality of our refurbishment work.
- ✓ Monitor the number of requests for adaptations against those that are carried out and monitor satisfaction with the process.

### What can you do to help us?



1. Let us know at the earliest opportunity if the work we are proposing will cause you any difficulties.
2. Allow contractors to work in your home without interruptions.
3. Pack away any valuables and breakables from the areas where work will be taking place.
4. Complete a refurbishment satisfaction questionnaire and send it back to us.



## Taking care of your community



### Service Standards

#### Chevin will:

- ✓ Remove offensive graffiti within one working day of Chevin receiving a first report.
- ✓ Respond to serious incidents of violence or hate crime within one working day.
- ✓ Respond to other harassment, persistent and low-level nuisance within five working days.
- ✓ Discuss and agree a course of action with any customer reporting anti-social behaviour and harassment.
- ✓ Contact victims of 'live' anti-social behaviour cases a minimum of every 10 working days to keep them informed about progress and action taken.
- ✓ Regularly inspect our schemes so we can highlight any problems and prioritise improvements.
- ✓ Involve residents in the choice of contractors who deliver our communal services.

### What can you do to help us?

1. Honour your tenancy conditions, as outlined in your tenancy agreement and tenants' handbook.
2. Promptly report incidents of racial harassment or other forms of hate crime to your Housing Officer or to the Police.
3. Report incidents of vandalism or crime in your community to the Police.
4. Report problems of litter and rubbish tipping quickly.

### Customer Charter

#### Chevin will:

- ✓ Provide a dedicated team to deal with cases of anti-social behaviour and ensure that all complaints of anti-social behaviour are monitored and treated seriously and sympathetically.
- ✓ Continue to work in partnership with the Police, Local Authorities and local agencies to make sure our neighbourhoods are safer places to live.
- ✓ Keep up-to-date with current legislation and conduct regular staff training on anti-social behaviour issues.
- ✓ Maintain the upkeep of communal areas to a standard agreed with you.



## Tenant and Resident involvement

### Service Standards

#### Chevin will:

- ✓ Continue with the development of regional resident panels and a regional leaseholder panel.
- ✓ Publish an annual resident involvement statement.
- ✓ Continue to encourage and support tenant and resident participation on our Boards and Performance Panel.
- ✓ Continue to give tenants a role in helping Chevin to select repairs, maintenance and estate services contractors, materials and fittings.
- ✓ Carry out telephone and postal surveys, plus large-scale satisfaction surveys to find out how satisfied you are about our services.
- ✓ Work with tenants on 'Mystery Shopping' our services.
- ✓ Always feedback to tenants especially after they have been involved in a meeting or service review.
- ✓ Hold tenant and resident events across our area of operation.
- ✓ Publicise minutes of tenants' meetings on the Chevin website.
- ✓ Deal with customer complaints under the terms of our published procedure and time scales and learn from our mistakes.

### What can you do to help us?



1. Please contact us for further details on how you can play a part in helping us to improve our services.
2. Agree to help us with any surveys or questionnaires that we may carry out in order to improve services.
3. Let us know if you have any complaints or compliments.

### Customer Charter

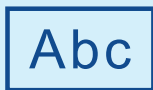
#### Chevin will:

- ✓ Offer a wide range of opportunities to get involved.

**If you would like a copy of this information in any other language or format please contact us.**



**CASSETTE**



**IN LARGE TYPE**



**BRILLE**



**OR ANY OTHER  
FORMAT**



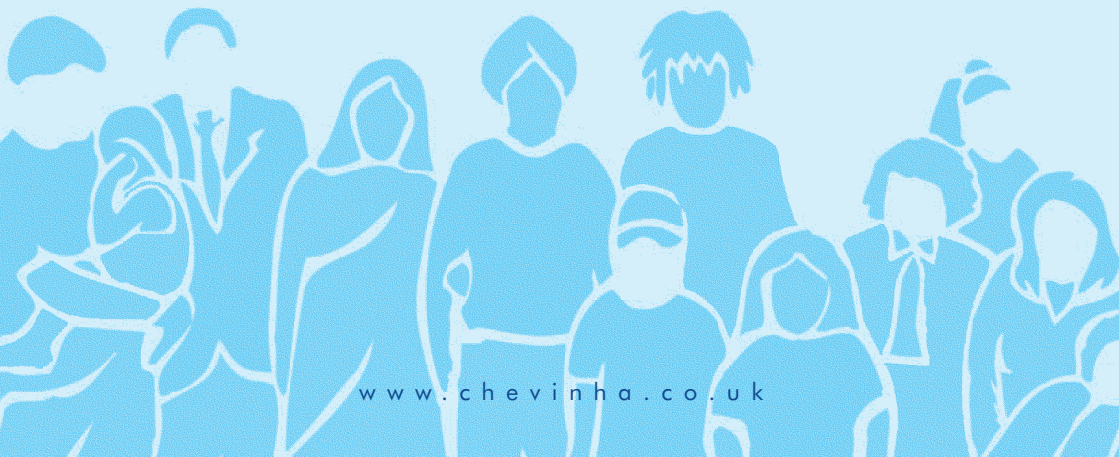
A member of the Chevin Housing Group  
Charitable

Chevin Housing Association Ltd  
Harrison Street, Wakefield, WF1 1PS

**Tel:** 0845 270 1088

**Email:** [enquiries@chevinha.co.uk](mailto:enquiries@chevinha.co.uk)

**[www.chevinha.co.uk](http://www.chevinha.co.uk)**



## We are committed to a policy of equal access to information.

If you would like this information in another language or format, or if you require the services of an interpreter, please contact us on **0845 270 1088**



**CASSETTE**



**IN LARGE TYPE**



**BRAILLE**



**OR ANY OTHER FORMAT**

### Arabic

نحن ملتزمون بسياسة تكافؤ الوصول إلى المعلومات..  
إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو شكل آخر أو إذا كنت تتطلب خدمات مترجم فوري، رجاء اتصل بنا.

### Bengali

তথ্যের সমান অভিগমনের নীতির বিষয়ে আমরা প্রতিশ্রুতিবদ্ধ।  
আপনি যদি এই তথ্য অন্য ভাষা বা রূপে চান, অথবা আপনার যদি এক দোভাষীর পরিষেবার প্রয়োজন হয়, অনুগ্রহ করে আমাদের যোগাযোগ করুন।

### Farsi

ما به سیاست برابری دسترسی به اطلاعات پایبند هستیم.  
اگر مایل به دریافت این اطلاعات به زبان یا فرمت دیگری هستید، و یا به خدمات مترجمین شفاهی نیاز دارید، لطفاً با ما تماس بگیرید.

### Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਸੂਚਨਾ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਣੀ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

### Somali

Waxaa naga go'an siyaasadda awood u helidda warka oo loo wada siman yahaye.  
Haddii aad jeclaan lahayd warkaan oo ku qoran luqad kale ama qaab kale u qoran,  
ama haddii aad u baahan tahay adeeg turjumaan afka ah, fadlan nala soo xiriiir.

### Urdu

ہم معلومات تک مساوی دسترس کی پالیسی کے پاسدار ہیں۔  
اگر آپ ان معلومات کو کسی دوسری زبان یا صورت میں چاہتے ہیں، یا اگر آپ کو کسی مترجم کی خدمات درکار ہیں، تو برائے مہربانی ہم سے رابطہ کریں۔

### French

Nous appliquons une politique d'égalité d'accès aux informations.  
Si vous souhaitez consulter ces informations dans une autre langue ou sous un autre format, ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

### Polish

Kierujemy się zasadą równego dostępu do informacji.  
Jeżeli chciał(a)byś otrzymać ten tekst w innym języku lub formie bądź potrzebujesz tłumacza, prosimy o skontaktowanie się z nami.



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Chevin Housing Association, Head Office  
Harrison Street, Wakefield, WF1 1PS

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**Email:** enquiries@chevinha.co.uk

**www.chevinha.co.uk**

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business for neighbourhoods