

What to expect from us...

Our customer charter



Because good homes
make everything possible



Welcome to our customer charter

We are dedicated to providing a high level of service. We believe that all our customers have the right to know what they can expect from us. This charter outlines our service commitment to you and the standards you can expect living in your home.

Our customer service vision

Every Customer Counts – we listen, we care and we aim to get it right first time, every time.

We listen

- We'll make it as easy as possible for you to contact us.
- We use your feedback to improve our services.
- We respond positively to your individual needs.

We care

- We'll always be honest about what we can and can't do.
- We'll go the extra mile to make a positive difference.
- When things go wrong, we'll apologise, put it right and learn from our mistakes.

We aim to get it right first time, every time

- We take personal responsibility to fix problems and get results.
- We always do our best to keep our promises.
- We'll keep you informed, every step of the way.



When you need to speak to us...

We aim to provide the best possible service to our customers in an efficient, effective, polite and professional manner. We will treat all our residents with dignity and respect. We will not discriminate on the grounds of race, gender, disability, nationality, religious or philosophical belief, age, sexual orientation, family status, or any other factor.

If you visit our offices

We will:

- ensure our receptions are clean, inviting and accessible
- display our opening hours at all of our receptions and have a range of useful information available for you
- see you within five minutes of your appointment time
- aim to see you within 15 minutes if you do not have an appointment
- offer you a private room if you require it
- ensure that you leave informed of the outcome of your enquiry or the next steps and when they will happen.

If we visit you at home

We will:

- ensure that our staff always display their ID badges and provide you with their name and service area
- respect your personal and cultural values.

If you phone us, send an email or write to us

We will:

- answer 95% of all calls received by our customer service centre. And if you leave a voicemail message we will respond within 24 hours
- offer a call back service when you phone us
- respond to customer service enquiries received via email within five working days
- respond to letters within five working days
- provide a clear and accessible complaints procedure should you need to make a complaint.

Moving into your new home...

We aim to provide you with useful, accurate and easy-to-understand information that makes moving into your new home a pleasant experience and helps you integrate into your new community.

Allocating homes

We will:

- let our homes in a fair, transparent and efficient way, taking into account the housing needs and aspirations of tenants and potential tenants
- contribute to local authorities' housing strategies and sustainable communities
- have clear application, decision-making and appeals processes
- enable tenants to swap their tenancy with other tenants.

If you rent from us

We will:

- offer you an accompanied tour and share information about the estate/block
- make sure your home is safe and secure before you move in
- provide a welcome pack including information about your local area
- explain how to operate the appliances and central heating system
- arrange a welcome visit by one of our neighbourhood officers to see how you're settling in.

New developments

We will:

- build homes to building regulations and National House Building Council (NHBC) standards
- provide an aftercare service so you can report any defects
- organise social events at larger developments to help new neighbours meet each other
- provide you with a guide on how to operate all mechanical and electrical appliances.

Older (60+) and vulnerable residents

We will:

- provide information, advice and guidance to our older and vulnerable residents
- be considerate to the needs of individuals and show extra care to our older and vulnerable residents
- provide aids and adaptations to enable our older residents to live at home safely
- promote the use of our sheltered facilities to our local older residents to encourage new friendships and activities to flourish
- provide practical help and financial incentives to older people wanting to move from larger properties.

Paying your rent and service charges...

We aim to provide you with the most convenient, easy and quick ways to pay your rent and service charges, and inform you of all the rights, responsibilities and benefits of being a Network Homes resident.

Rent and service charges

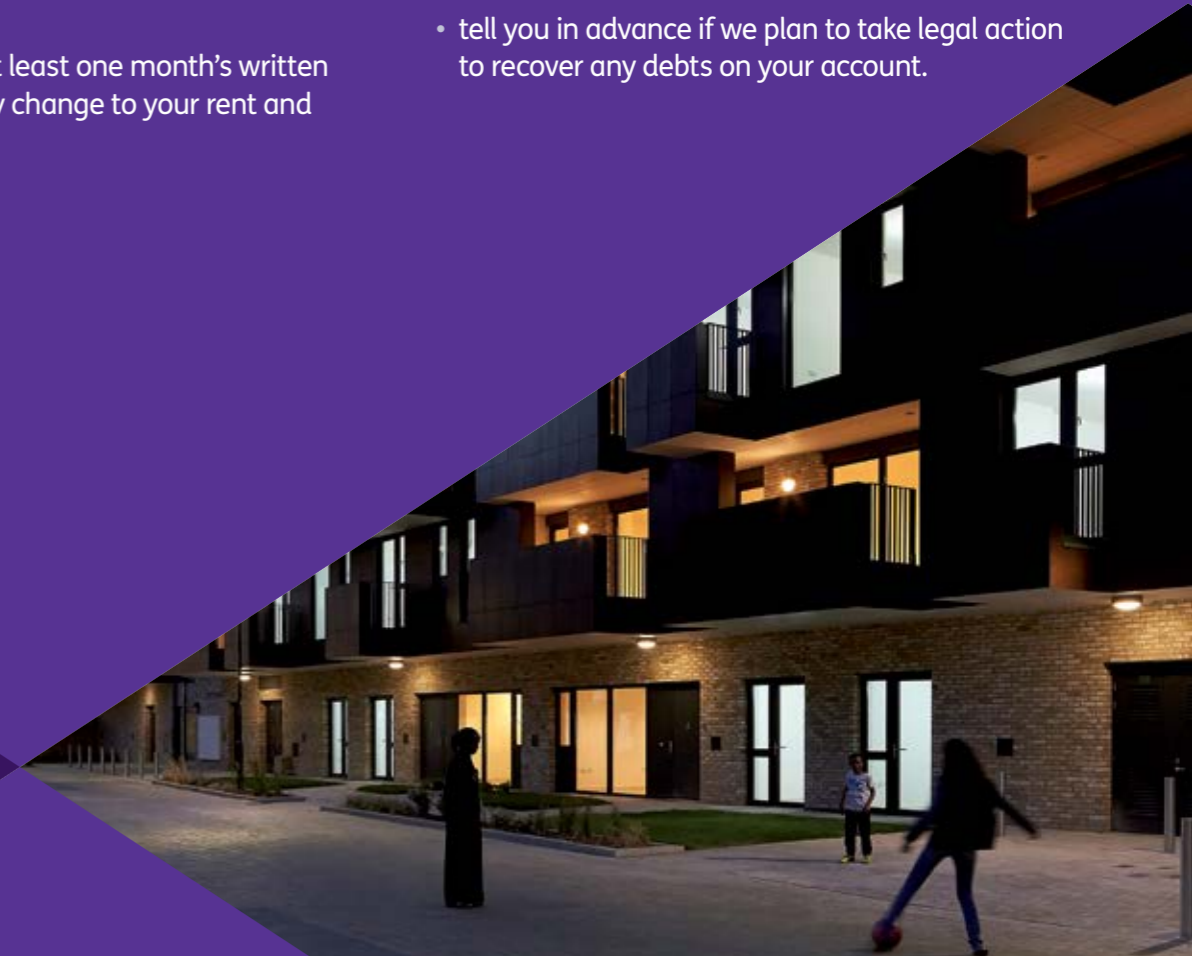
We will:

- provide you with easy to read rent and service charge statements every three months
- offer you a range of ways to pay your rent and service charges, including direct debit, standing order, credit or debit card, online, over the phone or at designated Paypoint outlets
- provide you with at least one month's written notice if there's any change to your rent and service charges.

If you fall into arrears

We will:

- offer agreement terms that are affordable and fair, to bring your account back up-to-date
- signpost you to support agencies and a range of money management services and benefits advice if you are experiencing difficulties in paying your rent
- tell you in advance if we plan to take legal action to recover any debts on your account.



Taking care of your home and neighbourhood...

We understand that a good repairs service and keeping a well-maintained property is one of the most important services a landlord can provide.

If you report a repair

We will:

- attend to all emergency repairs within four hours
- arrange a mutually agreeable appointment for all routine repairs
- prioritise repairs for older and vulnerable residents
- ensure the housing our older residents live in meets affordable warmth standards.

Cleanliness and safety

We understand that clean communal areas such as corridors, gardens and play areas, mean a safe place for everyone to live.

We will:

- ensure your block and/or estate is safe, secure and adequately maintained
- carry out annual neighbourhood inspections and encourage you to get involved
- publish the outcomes of our neighbourhood inspections and the actions we have taken.

If you experience anti-social behaviour (ASB)

We will:

- offer you a range of ways to report ASB including by telephone, letter, email or in person
- contact you within 24 hours for all serious cases (such as domestic abuse, harassment, violence and/or the threat of violence), and within five working days for all other cases
- deal with your case with sensitivity and respect
- contact alleged perpetrators within 24 hours for serious cases and 10 working days for all other cases.

Health and safety in your home

We will:

- comply with all relevant legislation in respect of our responsibilities as a landlord including gas, electrical and fire safety, water hygiene and asbestos
- carry out an annual gas safety check.





Involving you...

We know that giving our residents the opportunity to get involved is the best way of continually improving our services and helping them fully participate in their community.

If you want to have your say

We will:

- support and promote a range of resident involvement opportunities to support our governance
- aim to make sure our involved residents are reflective of our wider customer base
- report annually on the work our involved residents do and the difference they make to the services we provide
- monitor resident involvement performance and benchmark our performance against other organisations
- publish an annual report about our performance
- help you to integrate within your community with employment and training programmes and residents' associations.

Support for young people (16-26)

We will:

- help young people to obtain bursaries, scholarships and grants
- support consistent, joined-up working on youth issues with mainstream and specialist agencies in your neighbourhood.

Protecting the information we hold about you...

We have a responsibility to protect the information we hold about you and you have the right to see it and make sure it is correct.

If you want to see your files

- All our tenants have the right to see the information we hold about them. You can make an appointment to view your file or request copies of any documents we might hold.
- You may make a 'Subject Access Request' for all the personal data we hold. This request must be made in writing and will cost you £10. If you are a joint tenant, both or all tenants will need to agree to the inspection.
- We may withhold confidential or sensitive information that has been supplied by a third party. However, we will tell you if we have done so. You may contact them yourself and ask them to release the information.
- Information from our legal advisers will not normally be available for inspection.
- We aim to ensure that all the information we hold about you is accurate and relevant. Anything that you can show is incorrect will be corrected and disagreement on other issues will be recorded on file.

For more information on accessing personal data, please see our website www.networkhomes.org.uk/data-protection/

Confidentiality

- All interviews, correspondence and personal information will be treated in strictest confidence and in accordance with the Data Protection Act 1998 and other relevant legislation.
- We will treat information provided by you as confidential and will only release information to outside bodies with your permission.
- In exceptional circumstances, information may be given without permission to the Police to assist with the prevention and detection of serious crimes or to Social Services if it is necessary to protect the welfare of vulnerable individuals.
- Our staff are expected to respect tenants' rights to privacy of information and only inspect files and discuss tenant-related information where it is relevant to do so.
- We will make clear to contractors their responsibility to maintain confidentiality and respect our tenants' rights to privacy.

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