

making you feel at home

CUSTOMER SERVICE CHARTER



Here at Colne Housing Society, we take great pride in delivering a first class service to you, whatever your housing need.

This Charter explains our commitment to providing you with our best service at all times, and how we will work to achieve this.



Give Respect, Get Respect

We are pleased to have signed up to the Respect Agenda which is a government strategy to tackle anti social behaviour and promote good behaviour in our communities. Should you experience racial harassment , anti social behaviour or neighbour nuisance, we will:

- Be sympathetic, compassionate and considerate whilst maintaining a fair approach to you and your family/ carers
- Record all details and carry out a prompt investigation
- Consult you about the action that we propose to take
- Take appropriate action in partnership with other agencies, for example, the police and mediation services
- Keep in touch with you throughout the process
- Treat allegations of racial harassment seriously and in accordance with the Commission for Racial Equality's Code of Practice



The Respect drive is a cross-government strategy to tackle bad behaviour and nurture good - and so help create the modern culture of respect.

It is about central government, local agencies, local communities and ultimately every citizen working together to build a society in which we can respect one another – where anti-social behaviour is rare and tackled effectively, and communities can live in peace together

Involving You

Our aim is to ensure that our residents and their interests are at the heart of what we do. To achieve this we will:

- Consult with you about any changes that may affect you
- Support and assist you to set up a Residents' Association
- Encourage you to join our residents' forum to contribute your views on service improvements
- Publish a residents' newsletter
- Aim to have a minimum of three residents on our Board of Management
- Find out what is important to you, and through this, improve our services
- Publish an annual review for residents

Putting Things Right

Our aim is to provide a continually improving service.

In order to help us to do this we will:

- Apologise for any mistakes we have made and work to correct them
- Provide a formal complaints and comments procedure
- Support and assist you in making a complaint if you are not entirely satisfied
- Seek feedback from you on the way we have dealt with your complaint



Listening and Responding to You

Our aim is always to provide a high quality service to all our customers. At all times we will deal with your enquiry in a polite, courteous and professional way, we will also:

- Give a variety of ways to contact us including telephone, email and our website
- Aim to answer your telephone calls within five rings
- Record your call where appropriate for training and monitoring purposes
- Respond to your correspondence within two weeks of receiving it
- Use plain English at all times and clearly explain any technical words, ensuring that all of the Society's communication where possible is "Resident Approved"
- Take into account the individual needs of our residents
- Offer visitors to our offices a private room
- Ensure our contractors are aware of your individual needs and that they tailor their services to fit your needs
- Contact you by a method that suits you, for example by letter or mobile telephone
- We will make every effort to provide information in alternative formats on request including tape, large print and translations
- Visit you at home if you have difficulty getting out to visit us at the office
- Show you our identification card when we visit you
- Be on time for appointments or offer a new date and time if we are unable to keep to an appointment due to circumstances out of our control
- Treat information about you sensitively and in accordance with the Data Protection Act 1998

Your Home and Your Neighbourhood

We want to ensure that you can live in a safe and well maintained environment. In order to do this we will:

- Provide an emergency out of hours repairs service
- Attend to repairs within the timescales set out in your repairs handbook
- Inspect reported faults where appropriate within 10 working days if an immediate repair is not required
- Seek your feedback whenever you order a repair
- Make sure our contractors follow our code of conduct and provide identification when visiting you at home
- Involve residents in setting and reviewing the standards expected for our neighbourhoods



- Keep our neighbourhoods clean, tidy and in good repair
- Carry out regular neighbourhood inspections in partnership with residents
- Remove offensive graffiti within 24 hours of it being reported



Supporting You

Our aim is to support all our residents to live in their own home for as long as they wish. To achieve this we will:

- Provide you with, or refer you to appropriate sources of support
- Work closely with those that care for and support you, including your Careline services where provided by us
- Tailor our services to suit your individual needs
- Be relied upon to deal efficiently and calmly with emergencies



- Assess your needs and provide you with high quality support if you live in our retirement housing

Moving Home

When you need to move we will provide you with advice on all your options for housing including:

- Listen to why you need to move and consider your reasons
- Assess your housing application and write to you with our decision within two weeks
- Liaise with other agencies to try and resolve your housing need
- Provide information on low cost home ownership options

Paying Your Rent and Service Charge

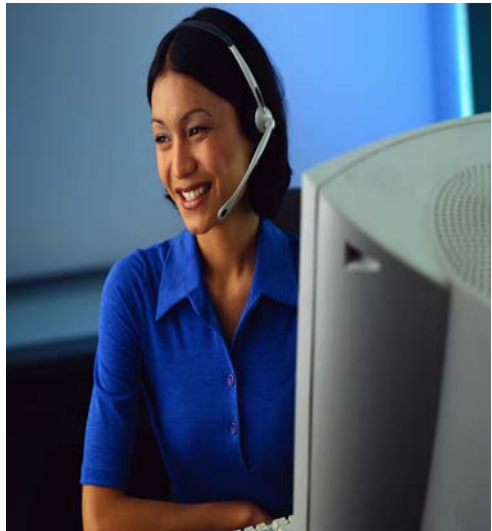
We aim to ensure that paying your rent and service charge is made easy and that all our charges are clearly explained to you. To ensure this we will:

- Provide a range of payment options
- Provide quarterly rent and annual service charge statements
- Tell you of any rent arrears at an early stage
- Work with you to repay any arrears in an affordable way
- Keep you informed on the actions which are being taken



We are always interested to hear from you and welcome your comments or queries about this Charter.

To give us your feedback contact us on 01206 244700 or email us on customerservices@colnehousing.co.uk





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**Registered with the Tenant Services Authority (LH1651) and
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with exempt charitable status**

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business for neighbourhoods



INVESTOR IN PEOPLE