

Our Customer Services Commitment



As a customer of Colne Housing you can expect to receive the very highest levels of customer service.

This is our commitment to you.



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Our Customer Services Commitment.

- **We will** deal with your enquiry in a polite, courteous and professional way at all times
- **We will** consult you about any changes that may affect you
- **We will** have a formal complaints procedure in place
- **We will** encourage you to provide feedback, good or bad, on all of our services and will offer a variety of methods for you to do so
- **We will** aim to ensure we communicate with you according to your needs and preferences. We will do this by using translations, large print and audio versions of our key documents, by providing hearing induction loops and the offer of private, accessible, interview rooms at our offices
- **We will** use plain English at all times and clearly explain any technical words

Colne's service standards

These Customer Service Standards, state the levels of service that you can expect to receive from us.

Aids and Adaptations

- We will respond to your request to make adaptations to your home, for example grabrails, within **10 working days**

If you require our help to make your home easier to live in, please contact us for full details of our Aids and Adaptations service.

Anti-social behaviour

- In the case of emergencies, such as racial harassment or threats of violence, we will contact you within **one working day** and will investigate and provide an outcome within **10 working days**
- If the case is not an emergency, for example drugs or noise related activities, we will contact you within **five working days** and investigate and provide an outcome within six weeks
- In all cases, initial contact will be made within **24 hours** of the report being made

For more details about how we tackle anti-social behaviour, please refer to our Anti-social Behaviour Guide.

Complaints

- Should you make a complaint, we will provide a written response within **10 working days**

For full details of our formal complaints procedure, please refer to our Making a Complaint leaflet.

Contacting us

- We will answer your telephone call within **five rings**
- We will respond to your written correspondence within **10 working days**
- We will respond to text messages within **24 hours**
- We will see visitors to our reception area within **five minutes**
- We will respond to emails within **48 hours**

Estate services

- We will remove offensive graffiti within **24 hours** of it being reported
- Depending on where you live, we will undertake the cleaning of communal areas on at least a fortnightly basis

Gas Safety

- We will carry out an annual gas safety check

Planned Maintenance

- We will inform you of major works planned to your property at least **28 days** before work is due to start
- We will provide you with a **minimum of two** colour and/or style choices for all planned maintenance works

Rents and Tenancy Management

- We will contact you following **two missed payments** for rent and/or service charges
- We will respond to your application for housing within **10 working days**
- We will respond to your application for transfer within **10 working days**

Repairs and maintenance

- If your property needs an inspection in order to diagnose a repair, this will be completed within **five working days**

We will complete repairs within the following timescales:

- 24 hours within **24 hours**
- Urgent within **five working days**
- Routine within **20 working days**



Colne will measure its performance against these standards and publish the results to residents on our website
www.colnehousing.co.uk

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We will make every effort to provide information in alternative formats on request, including audio, large print and translations.

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