Colne

Our Customer Services Commitment

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

This is our commitment to you.

making you feel at home

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. Wherever possible, all of our written publications will be approved by our resident 'readers panel'.

Expect the best – Colne's service standards

The Society has put in place some Customer Service Standards, which 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 actual or threats of violence,we will contact you within **1 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 activites, we will contact you within **5 working days** and will investigate and provide an outcome within 6 weeks
- In all cases, initial contact will be made within **24 hours** of report being made.

For more details about how we tackle anti-social behaviour, please refer to 'Anti Social Behaviour – how can we help'.

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 **5 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 **5 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

For full details of our estate management policy, please refer to our 'Managing your neighbourhood' leaflet

Gas Safety

- We will carry out an annual gas safety check

For full details of our gas safety service, please refer to our 'Gas Safety' leaflet.

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 2** colour and/or style choices for all planned maintenance works.

For full details of our planned maintenance service, please refer to our Repairs and Maintenance Handbook.

Rents and Tenancy Management

- We will contact you following **2 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**.

For full details, please refer to our Residents Handbook

Repairs and maintenance

- If your property needs an inspection in order to diagnose a repair, this will be completed within **5 working days**
- We will complete repairs within the following timescales:
- Emergency A **Same day** response
- Emergency B Within **1 working day**
- Urgent Within **3 working days**
- Routine Within **20 working days**

For full details of our repairs and maintenance service, please refer to our Repairs and Maintenance Handbook.

Having your say

- Whether you are part of our residents forum, our environmental group, or if you take part in any other of our resident activities, we commit to responding to your suggestions within **1 month**
- When we ask you for your feedback, we will do so using a minimum of **3 different methods**, for example, phone, survey or focus group.

For full details of the many ways that you can get involved, please refer to our Resident Involvement Statement.

Colne will measure its performance against these standards and will publish the results to residents on a quarterly basis on its website.
Written results will be published every six months.

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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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