

customer care • dealing with department staff • service standards • customer feedback •  
challenging and appealing decisions • independent housing appeals tribunal

## *Tenants' Handbook*



## Customer care

**We are committed to providing good customer service. To achieve this, we will:**

- Offer you a friendly service that will treat you fairly and with respect
- Provide you with easy-to-understand information in plain language.
- Tell you about the services we provide and any changes to those services.
- Deal positively with your comments, suggestions and complaints.
- Respect your confidentiality.
- Listen to your views on how we can improve our policies and practices, and
- Treat everyone equally, no matter what their age, disability, sex, race or sexuality.

## What you can expect of our staff

**Our staff will:**

- Behave professionally and politely.
- Tell you who they are.
- Show you official identification when they visit you at home.

## What you can expect of our offices

**Our offices' reception area will:**

- Be accessible and welcoming
- Be tidy, clean and safe.
- Have useful and up-to-date information on display.

## What you can expect when you visit us

**When you visit our offices:**

- Our reception staff will see you within 10 minutes of you arriving.
- You will have the right to ask for a private interview if you want one.
- You can ask for an appointment to see a member of staff.
- You will be told if your appointment is delayed, and why.
- We will provide an interpreter or British Sign Language interpreter if you need one.

**If you are not able to visit our office, we will make other arrangements to see you.**

## What you can expect on the phone

**When you call us on the phone:**

- We will answer your call promptly or provide an answerphone message service
- We will tell you our name when we answer.
- If the person you need to speak to is not available, we will:
- Offer to help you; or
- Take a message and arrange for the person to call you back within one working day. If that person is not going to be available, we will arrange for another member of our staff to contact you.

## What you can expect when you write to us

- When you write to us, we will reply within 5 working days.
- If we cannot give you a full reply in that time, we will tell you when you can expect a full reply.
- We will tell you the name of the person who is dealing with your enquiry.

## Service standards

We have service standards so that all our tenants and other customers are clear about what levels of service they can expect to receive from us.

## What service standards apply to

### Customer care

- These are set out above.

### Repairs to your home

- We will provide 24-hour cover for receiving "same day" emergency repair reports.
- We will acknowledge a reported repair by issuing a Job Confirmation Sheet.
- We will aim to carry out a repair by the date that is shown on the Job Confirmation Sheet.
- We will make every effort to keep an appointment that has been made. If we have to change an appointment, we will make every effort to give you notice.
- We will use skilled and qualified tradesmen
- Workmen carrying out repairs will have respect for your home. They will clear up after themselves and keep the amount of disruption to a minimum.
- We will use good quality parts and materials.

### Problems in your neighbourhood

- We will aim to investigate all reports of neighbour disputes and anti-social behaviour within 5 working days.
- We will notify you of the result of our investigations within 20 working days.
- If there is enough evidence to support your complaint we will do whatever is necessary to resolve the problem.

### Transfer and exchange requests.

- We will acknowledge your request for a transfer or an exchange within 5 working days.
- We will visit you in your home within 15 working days.
- We will let you know if we can agree to your exchange within 20 working days.
- We will let you know whether we can accept you onto the waiting list for a transfer and how many points you have, within 25 working days.

### Requests for our permission under the tenancy agreement

- We will write and let you know our decision within 20 working days if you apply for our permission under one of the clauses of the tenancy agreement.

### Rent rebates

- We will process a new rent rebate application within 5 working days of receiving the form and the correct information
- If you have not given us the correct information we will let you know within 5 working days..

### What to do if you have a complaint?

We aim to provide a good-quality service you will be satisfied with. However, we know that sometimes things can go wrong. There may be times when you are dissatisfied with something we have done, or the standard of service we have provided.

When this happens you can make a complaint. For more information on making a complaint, please see our booklet "Customer feedback", which you can get from:

- our offices at Edward T. Wheadon House.
- the Kindred Family Centre, Les Genats Estate
- the Welcom'In Family Centre, Rue des Pins, Grand Bouet.

You should **not** use the complaints procedure if you disagree with a decision we have taken about your home or tenancy.

### What to do if you disagree with our decision?

If you disagree with a decision we have taken about your home under the terms of your Tenancy Agreement, you can ask us to review that decision.

When we tell you a decision, we will explain in our letter how you can ask for a review if you disagree with the decision.

You may have a limit on the time in which you can ask for a review. This will be set out in our letter.

We will deal with requests for reviews within 10 working days.

### Can you take your case a step further?

If you are still not happy with our decision after we have carried out a review, in some cases you will have a right of appeal to the Housing Appeals Tribunal. This is independent of the Housing Department.

We will explain in our letter if you can appeal against a decision. We will also tell you if there is a time limit.

### The Tribunal can consider appeals on:

- Our assessment (if any) of your entitlement to a rent rebate.
- Our refusal to allow you to transfer your tenancy.
- Our decision, following a review, not to continue your tenancy.
- Our refusal to give you succession to a tenancy.

For more information on how to appeal against one of our decisions please see our leaflet 'Appeals procedure', which is available from the places stated above.

### Comments and suggestions

As well as learning from complaints, we want to hear any comments or suggestions you may have to help us improve our services. You may do this by:

- Telling a member of staff about your comments or suggestions.
- Putting your comments or suggestions in writing.
- Filling in one of the 'Customer feedback forms' available from our offices.
- Filling in one of our customer satisfaction surveys which we may send to your home from time to time.

Please ask a member of staff if you need help in writing your comments or suggestions.

