



Customer Service Standards

At St Peter's (Saltley) HA Ltd we have a set of service standards so that you know what you can expect from us. We will always aim to deliver our services in line with these standards.

EVERYDAY CONTACT WITH OUR SERVICE USERS

These pledges outline our commitment to an efficient and user friendly service:

- We will endeavour to answer telephone calls within 30 seconds. If you do not have any or have limited phone credit, we will offer to ring you back
- We will respond to any messages left within one working day
- We will acknowledge all letters and emails received within three working days
- We aim to reply to all enquiries as quick as possible, however at busy times this may take up to 5 working days.
- We will ensure that you are seen within five minutes of arrival at the office if you have a pre-booked appointment
- We will offer you a private interview room (if free) and keep all your details confidential
- We will be sensitive to the needs of our customers, especially where language and cultural needs are highlighted and will ensure that an interpreter is available.
- We will ask you for your preferred method of contact, telephone, text, email, WhatsApp, letter.
- We will ask for as much detail as possible when you call, to ensure your enquiry can be dealt with quickly and by the right person.
- We will provide a 24-hour emergency repair service everyday of the year



REPAIRS SERVICE PLEDGE

We will complete our repairs within the following times:

Emergency - 24 Hours. Repairs which could affect tenant's health and safety, security or cause serious structural damage to property if not attended to.

Urgent - 7 working days. Repairs which could be health or safety hazards but are not serious enough to be classed as an emergency.

Routine—28 working days. Most larger non-urgent repairs

As part of our commitment to repairs we will also aim for the following:

- We will service all gas appliances once a year
- We will tell you when we expect your repair to be completed and who the contractor will be
- We will monitor tenant satisfaction of the repairs service.

BEHAVIOUR OF STAFF AND CONTRACTORS WITHIN TENANT'S HOMES AND COMMUNAL AREAS

Our staff and contractors, such as those who carry out repairs in tenant's homes, should:

- Show respect to tenants in their property
- Behave courteously to tenants in any discussions
- Behave as they would expect others to behave towards them in their homes
- Adequately protect tenant's belongings and floors
- Tidy away all debris and excess material at the end of each day, vacuum the floor and wipe clean any surfaces.

MANAGING YOUR HOME

- We will provide you with colour and layout choices whenever we paint your home, change your kitchen units or improve your bathroom.
- When we wish to carry out major works to your home, we will consult with you and take note of any comments or suggestions that you may have.

INVOLVING YOU

- We will issue at least 4 newsletters per year
- We will use the complaints procedure, focus groups, estate inspections, surveys and tenant involvement meetings as forums in order to bring improvements to the services we provide
- We will provide various methods of involvement

ANTI-SOCIAL BEHAVIOUR

- We will risk-assess each reported incident and respond to all serious incidents of anti-social behaviour within one working day
- We will respond to all other complaints of anti-social behaviour within a maximum of ten working days, advising the complainants who their main contact is.
- We will work with the police and other agencies to address issues.

WE ASK YOU TO:

- Be polite and respectful to all staff, we will always do our best to help.
- Keep us informed of any changes to your personal details that may affect the services we provide to you.