



# **CUSTOMER OFFER (Legacy Rosebery)**

## **Scope**

This policy applies to the delivery of services where the legacy Rosebery part of Town and Country Housing provides the service.

## **What is our Customer Offer?**

Our Customer Offer is our service commitments to our customers. They have been developed in consultation with customers and reflect the level of service you can expect from us.

### **Our customer service commitment:**

- To put you at the heart of everything that we do
- Respect your confidentiality at all times
- Keep you informed and make sure we do what we say
- Listen to you and act on feedback to improve the services we provide.

### **How we work:**

- We treat everyone fairly, politely and with respect.
- We will offer a range of ways in which you can contact us and access the services that you need
- We will offer you interpretation and translation services if English is not your first language and can supply our information in different languages, Braille, large print or other formats upon request
- We will adhere to our confidentiality and data protection policies at all times
- We will analyse any learning from our complaints and comments
- We will publish quarterly and annual complaints reports, so you can understand our performance and lessons learnt
- We will annually review the performance indicators we report and the targets we set, so they remain relevant, challenging but achievable.

### **Access to services and customer care**

To provide you with a positive experience and the best service possible and to enable you to hold us to account. We will:

- Provide choices, information and communication appropriate to your diverse needs
- Ensure our customer experience officers will be your first point of contact for all your enquiries and will aim to answer all calls within one minute but at peak times this may be longer
- Provide you with access to My Rosebery, our online portal, so that you can access information about your tenancy at anytime
- Answer telephone calls with our name so you know who you are speaking to
- Ensure that if you call to speak to your Neighbourhood/Income Officer and they are not available, they will call you back as soon as possible but certainly within two working days. If they are unavailable for longer, someone else will return your call on their behalf
- Reply to letters and emails within five working days
- Ensure our website provides full details of our services
- Accept comments, compliments or complaints in any format. That includes those made in person, in writing, by email or over the telephone

- Aim to put things right, as soon as possible, if things go wrong. We will investigate your complaint and respond within 10 working days.

### **Dealing with Harassment and Violence**

Our aim is to be an organisation where customers and staff can live and work without fear, prejudice or intimidation. We will do this by:

- working towards eliminating harassment in our communities;
- ensuring there is support for victims via signposting to local partner agencies;
- regularly reviewing our Anti-Social Behaviour policy which includes harassment, hate crimes and domestic violence;
- responding promptly and effectively to incidents of hate crimes and domestic violence;
- monitoring our performance in dealing with harassment, hate crimes and domestic violence and using this information to improve our services;
- providing staff with training and ensuring they are clear on their responsibilities in relation to hate crimes and domestic violence; and taking prompt and effective action against perpetrators.

### **Customer Engagement**

We will actively engage our residents to get involved in the work we do. To achieve this, we will:

- Work with you to offer a range of flexible opportunities for you to engage with us at a level that suits you
- Support you in getting involved in your community and help you to achieve your aspirations for your neighbourhood
- Engage you and your neighbourhood in decision-making on the things that affect you.
- Let you know how your engagement has influenced the services we deliver
- Explore new and innovative ways to attract a wide and diverse range of residents to provide feedback on our services, that includes making the best use of digital information and social media
- Provide training and support to all residents that choose to get involved

### **Responsive repairs**

In order to provide you with a good quality, well maintained and affordable homes we will:

- Make sure you can easily report your repair 24 hours a day
- We will take your individual needs into account when prioritising your case
- Aim to contact all urgent cases within three working days
- Aim to respond to all non-urgent enquiries within five working days and carry out works as quickly as possible
- Aim to attend to emergency repairs within 4 hours and will complete the repair within 24 hours
- Carry out non-emergency repairs as quickly as possible and within 28 days
- Aim to complete your repairs right first time
- Check that you are happy with the repairs work carried out
- Ensure your new home meets our agreed lettable standard before it's let to you

## **Planned works**

- We will aim to make sure that your home is warm, safe, energy efficient and well-maintained
- We will involve you when we are planning any major works
- We will respect you and your home, as we plan and carry out major works

## **Tenancy and estate management**

We will be visible in your neighbourhood, getting to know you and responding proactively to your enquiries. We will:

- Let you know when we are going to be in your neighbourhood or at your scheme, so you can talk to us face to face
- Make appointments to visit you
- Only visit without an appointment if there is an urgent issue, or if you have not responded to letters or calls
- Always let you know if we are going to be late, or if we need to cancel
- Leave a card with our details on if you are not in when we call at your home
- Ensure all contractors and staff show identification (ID) cards
- Promote social, environmental, and economic well-being in the areas where you live
- Inspect all of our estates and carry out regular walkabouts to monitor the cleaning and ground maintenance to our communal areas, to ensure our standards are maintained
- Visit you to find out more about your needs and any additional services you may require
- Help you understand your responsibilities as a resident and to access the services you require to be able to sustain your tenancy.

## **Rent & Payments**

We'll make it easy for you to understand your rent and service charges and how to pay them. We will provide support if you are having difficulty paying your rent and are willing to work with us to resolve the issue. To do this we will:

- Clearly set out how much you are expected to pay and when payments are due
- Enable you to pay your rent by Direct Debit with a range of flexible payment dates. Should you be unable to pay by Direct Debit we will offer you a range of other flexible payment methods
- Send you an annual schedule of your rent or service charges with a breakdown of charges
- Contact you if you are in rent arrears and assist you with any problems paying your rent and/or service charges and signpost you to any help you need
- Offer you advice and support to help you to manage debt and claim for any benefits that you may be entitled to

More details about our customer service standards can be found in our tenancy handbook. Please [click here](#) to read it.