

Customer Service Standards Equality and Diversity



St. Leger Homes
OF DONCASTER



Quality Homes in Quality Neighbourhoods
www.stlegerhomes.co.uk

Translation Available

- | | | | | |
|---|-------------------|----------------------------|------------------------------|---------------------|
| 1 ترجمہ موجود است | 4 可提供翻译 | 7 Доступен (Есть) перевод | 10 可提供翻譯 | 13 अनुवाद उपलब्ध है |
| 2 نيمہ نامادین کہ نوسراؤ کاتی نیوہ ودرگیرین | 5 Çeviri mümkün | 8 الترجمة متوفرة | 11 অনুবাদেৰ ব্যবস্থা রয়েছে। | |
| 3 Tradução Disponível | 6 ترجمہ دستیاب ہے | 9 Përkthimi në dispozicion | 12 Traduction Disponible | |

Large Print, Braille and Audio Tape also available



WHY HAVE SERVICE STANDARDS?

St. Leger Homes of Doncaster tries to provide a service which is appreciated by our customers, and which we are proud of. Our Customer Care Strategy describes how we aim for excellence in service delivery and customer care.

We are committed to providing services that meet the diverse needs of our customers and to providing equality of access and opportunity for all our customers.

We have an Equality and Diversity Strategy in place that is embedded into every aspect of service delivery. If you would like to see our strategy please let us know and we will provide this for you.

We have produced our service standards to make sure customers are clear about the level of service they can expect from St. Leger Homes. We will review all our service standards and involve customers in this process. We will monitor all our service standards and publish the results in our newsletter HouseProud. By telling you what level of service you can expect, you will know when we do not meet this standard. If this happens we want you to tell us about it so we can put it right and learn from where we went wrong.



OUR CUSTOMER SERVICE STANDARDS

We will...

Our standards	Target	Monitoring
Ensure that all new customer information is written in plain language and approved by Talkback (our plain English reading group).	100%	Talkback meeting and document process records Communication
Provide information in alternative formats and an interpretation service. We will translate documents between 2 and 5 working days depending on document type and length.	100% translated within 10 days	Records of request for alternative formats/language maintained in the diversity team which include whether they have been provided within the specified time.



	Where reported
<p>...eting records ...nt production ...ords from ...ions team.</p>	<ul style="list-style-type: none"> ■ HouseProud ■ Area Boards ■ Executive Management Team ■ St. Leger Homes website
<p>...uests for ...guages are ...in the ...m which ...ther they have ...ed within the ...ne.</p>	<ul style="list-style-type: none"> ■ HouseProud ■ Area Boards ■ Executive Management Team ■ St. Leger Homes website

Putting things right

We always try to provide the best service we can and ensure we meet the standards we have set. However, if you are not happy with the service, you should contact a St. Leger office or our Customer Care Team. There is more information on making a complaint in our leaflet "Access and Customer Care" - our Compliments, Complaints and Comments Policy is available on request from any of our offices.

We will survey our customers from time to time about the services we provide to gauge satisfaction levels and to identify any areas of weakness. We would appreciate your assistance in providing information on your experience of our services. We will use this information to continuously improve.



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OF DONCASTER

Contact Details

Community Engagement Team **01302 862287**
Customer Care Team **01302 862726**

Other Service Standards Leaflets

St. Leger Homes have produced ten sets of Customer Service Standards around specific areas of service delivery. Other leaflets available detail our standards for the following service areas:

- *Access and Customer Care*
- *Applying for a Council House*
- *Delivering Decent Homes*
- *Empty Property Management including Allocations to New Tenants*
- *Involving Tenants and Residents*
- *Leaseholders*
- *Rent Collection and Rents Arrears Recovery*
- *Responsive Repairs and Maintenance*
- *Tenancy and Estate Management, Anti-Social Behaviour and Neighbour Disputes*

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