

Customer Service Standards
Delivering Decent Homes



St. Leger Homes
OF DONCASTER



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

Translation Available

ترجمہ موجود آہست

نہمہ نامادہ بن کہ نوسراوہ کانی نیوہ وہ رہگیرین

Tradução Disponível

可提供翻译

Large Print, Braille and Audio Tape also available

Çeviri mümkün

ترجمہ دستیاب ہے

Доступен (Есть) перевод

الترجمة متوفرة

Përkthimi në dispozicion

可提供翻譯

অনুবাদের ব্যবস্থা রয়েছে।

Traduction Disponible



अनुवाद उपलब्ध है

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WHY HAVE SERVICE STANDARDS?

We have produced our service standards to make sure customers are clear about the level of service they can expect from St. Leger Homes of Doncaster. 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 House Proud and in our local St. Leger offices. 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.

St. Leger Homes are committed to achieving Quality Homes in Quality Neighbourhoods.

A Decent home is one that:

- meets the current minimum standard for housing.
- is in a reasonable state of repair.
- has reasonably modern facilities and services.
- provides a reasonable degree of warmth.

St. Leger Homes have produced, in partnership with customers, an enhanced Decent Homes Standard, called the 'Doncaster Decency Standard'. St. Leger Homes intends to achieve this standard for all our homes with a sustainable future. There are details of this standard in our leaflet titled "An Information Guide to the Doncaster Decency Standard".

To assist us maintain the high standards that we pride ourselves on we have introduced a number of measures.



OUR CUSTOMER SERVICE STANDARDS

We will:

Our Standards	Target	Monitoring	Where Reported
<p>Provide contact details of the contractor's Tenant Liaison Officer to you.</p>	<p>100%</p>	<p>Satisfaction surveys</p>	<ul style="list-style-type: none"> ■ Executive Management Team ■ Finance and Performance Committee ■ Board ■ Customer Relations Development Group ■ St. Leger Homes Website ■ Reception Notice Boards ■ House Proud
<p>Provide full details of work to be carried out.</p>	<p>100%</p>	<p>Satisfaction surveys</p>	<ul style="list-style-type: none"> ■ Executive Management Team ■ Finance and Performance Committee ■ Board ■ Customer Relations Development Group ■ St. Leger Homes Website ■ Reception Notice Boards ■ House Proud
<p>Provide details of when the work will start and an estimated completion date.</p>	<p>100%</p>	<p>Satisfaction surveys</p>	<ul style="list-style-type: none"> ■ Executive Management Team ■ Finance and Performance Committee ■ Board ■ Customer Relations Development Group ■ St. Leger Homes Website ■ Reception Notice Boards ■ House Proud
<p>Complete works within an agreed timescale.</p>	<p>Within 20 working days</p>	<p>EMT Performance Report</p>	<ul style="list-style-type: none"> ■ Executive Management Team ■ Finance and Performance Committee ■ Board ■ Customer Relations Development Group ■ St. Leger Homes Website ■ Reception Notice Boards ■ House Proud

Our Standards	Target	Monitoring	Where Reported
<p>Carry out satisfaction surveys on the work carried out.</p>	<p>100%</p>	<p>Satisfaction data</p>	<ul style="list-style-type: none"> ■ Executive Management Team ■ Finance and Performance Committee ■ Board ■ Customer Relations Development Group ■ St. Leger Homes Website ■ Reception Notice Boards ■ House Proud
<p>Ensure we hold a Tenants Launch Event at least one month prior to commencing works on site.</p>	<p>100%</p>	<p>Satisfaction surveys</p>	<ul style="list-style-type: none"> ■ Executive Management Team ■ Finance and Performance Committee ■ Board ■ Customer Relations Development Group ■ St. Leger Homes Website ■ Reception Notice Boards ■ House Proud
<p>Invite tenants to an end of scheme review to provide your comments on what you felt was good and where we need to improve.</p>	<p>Hold review at the end of all schemes</p>	<p>Internal records</p>	<ul style="list-style-type: none"> ■ Executive Management Team ■ Finance and Performance Committee ■ Board ■ Customer Relations Development Group ■ St. Leger Homes Website ■ Reception Notice Boards ■ House Proud

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 local St. Leger office, the Decent Homes Work and Planned Maintenance Team or our Customer Care Officer. 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 and we will use this information to continuously improve.



Customer Service Standards
DELIVERING DECENT HOMES



Contact Details

Decent Homes Works and Planned Maintenance Schemes
Freephone 0800 1804478

Customer Care Officer **01302 862726**

Other Service Standard 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*
- *Empty Property Management including Allocations to New Tenants*
- *Equality and Diversity*
- *Involving Tenants and Residents*
- *Leaseholder Services*
- *Rent Collection and Rent Arrears Recovery*
- *Responsive Repairs and Maintenance*
- *Tenancy and Estate Management, Anti-Social Behaviour & Neighbour Disputes*

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