

Customer Service Standards
Equality and Diversity



St. Leger Homes
OF DONCASTER



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

Translation Available

ترجمة موجود امنت

نیمہ نامادہ بین کہ نوسراوہ کانی نیوہ وہ ریگیرین

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?

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 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.



OUR CUSTOMER SERVICE STANDARDS

We will:

Our Standards	Target	Monitoring	Where Reported
<p>Train all members of staff on equality and diversity.</p>	<p>100%</p>	<p>Training 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
<p>Deliver satisfaction levels that are equal for all customers.</p>	<p>85%</p>	<p>Customer 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>Ensure that customer information is written in plain language and approved by Talkback (our plain English reading group) prior to publishing any information.</p>	<p>100%</p>	<p>Internal records of meetings</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 information in Braille, on audio tape, or in large print , or in alternative languages on request.</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

Our Standards	Target	Monitoring	Where Reported
<p>Provide an interpretation service and/or translate documents within 10 working days.</p>	<p>100% translated within 10 days</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
<p>Make sure offices are accessible and Disability Discrimination Act compliant.</p>	<p>All offices</p>	<p>Independent inspection reports of offices</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>Enforce tenancy conditions with reference to racial harassment – working with other agencies to provide support for victims.</p>	<p>100%</p>	<p>Customer Care on-line recording</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>Monitor levels of incidents of racial harassment.</p>		<p>Customer Care on-line recording</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 SLHD office 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
EQUALITY AND DIVERSITY



Contact Details

Diversity Team **01302 862737**
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*
- *Delivering Decent Homes*
- *Empty Property Management including Allocations to New Tenants*
- *Involving Tenants and Residents*
- *Rent Collection and Rent Arrears Recovery*
- *Responsive Repairs and Maintenance*
- *Leaseholder Services*
- *Tenancy and Estate Management, Anti-Social Behaviour and Neighbour Disputes*

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St. Leger Homes of Doncaster Limited is a company controlled by Doncaster Metropolitan Borough Council. A company limited by guarantee, registered in England and Wales, Registration No. 05564649.