

Customer Service Standards
**Tenancy and Estate Management,
Anti-Social Behaviour Management and
Neighbour Disputes**



St. Leger Homes
OF DONCASTER



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

Translation Available

ترجمه موجود است

ئىمە نامادەين كە نوسراوه كاني نيوه وه رېگيرين

Tradução Disponível

可提供翻译

Large Print, Braille and Audio Tape also available

Çeviri mümkün

ترجمه 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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Customer Service Standards TENANCY AND ESTATE MANAGEMENT, ANTI-SOCIAL BEHAVIOUR AND NEIGHBOUR DISPUTES

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 maintaining the condition and appearance of our estates to a high standard.

We have introduced a number of measures to help maintain the high standards we pride ourselves on.



OUR CUSTOMER SERVICE STANDARDS

We will:

Our Standards	Target	Monitoring	Where Reported
<p>Carry out a programme of Estate Inspections throughout the Borough and invite key agencies and tenant representatives to take part. Tenants and Residents Associations will be provided with a plan of action from each walk.</p>	<p>All estates inspected</p>	<p>Copy action plan and attendees</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>Report graffiti and abandoned vehicles to the Council within 24 hours. Offensive graffiti will be removed within 24 hours and other graffiti within 5 working days. Reports of abandoned vehicles will be investigated within 24 hours and removed within 24 hours from the point that it is legal to do so.</p>	<p>Within 24 hours</p>	<p>Doncaster Council monitoring arrangements</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>Secure abandoned or insecure properties within 24 hours.</p>	<p>Within 24 hours</p>	<p>Internal monitoring arrangements</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>Your neighbour or anti-social behaviour complaint will be allocated a Risk Rating and you will be visited within 24 hours to 10 days. Ratings as follows:</p> <p>Low 5-10 days - minor disputes, boundary disputes</p> <p>Medium 2-5 days - noise, verbal, youth nuisance etc.</p> <p>High 24 hours - threats of physical abuse or harassment racial harassment, domestic abuse</p>	<p>5-10 days</p> <p>2-5 days</p> <p>24 hours</p>	<p>IT system reports</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>Visit you at least once every 2 years to check your tenancy details and also to inspect the condition of the property and gardens (if applicable).</p>	<p>Every 2 years</p>	<p>Customer feedback</p> <p>Reality checks</p> <p>IT system 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

Getting help

Speak to the St. Leger Homes officer who is managing your area. Contact numbers are shown on the back page.

Being a good neighbour

The Doncaster Federation of Tenants and Residents Associations produced the following advice on reducing the risk of neighbourhood disputes.

Unfortunately, over the last few years there has been an increase in cases of neighbourhood disputes. Some are minor and others are more serious. The aim of this article is to give some 'common sense' advice to help avoid this kind of problem.

Moving into a new home is always a busy time and initially can be quite disruptive for you and your neighbours as you are busy decorating, moving furniture and belongings in.

Once you have settled in, it's always a good idea to introduce yourself to your neighbours and check if anything you are doing is causing a nuisance. There are things that we can do in our homes so as to minimise disturbance to our neighbours.

Generally

- *Please don't play music loudly. It could be keeping neighbours and/or their children awake.*

- *Please avoid banging doors closed, especially at night time.*
- *Remember that in the summertime when windows are open, noise may travel easily.*
- *If you can't carpet your home throughout, please try to wear slippers, particularly in flats and maisonettes, when noise does travel easily between one floor and another.*
- *If you are intending doing any DIY it is a good idea to tell your neighbours before and ask them to tell you when it becomes unbearable. You can have a rest – some peace – until you start again.*
- *If you plan to have a party at some time it may be a good idea to advise your neighbours and invite them, then they won't be disturbed unnecessarily.*
- *Children need to play but, if you have children please encourage them not to play ball games where it is likely to cause disruption to neighbours.*
- *Older people and younger people usually have different lifestyles – please try to consider your neighbours' feelings.*

Pets

- *Please remember that in some types of property it is against your conditions of tenancy to keep a dog or cat.*

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- *If you keep pets you need to consider your neighbours, particularly if you have a dog.*
- *Always ensure that if your dog is in the garden it can't get out.*
- *Don't leave your dog locked up or chained up all day if it barks. Barking dogs can cause a lot of annoyance to neighbours.*

and finally

- *Litter, rubbish, overgrown gardens etc, often annoy people and build up resentments. Please try and keep your area clean and tidy.*
- *If your neighbour does something that offends you, have a quiet word with them about it. Most people will respond well to this as often we don't even realise that we are doing something that is causing a problem.*
- *If the problem continues or it becomes more serious, then please contact your local St. Leger office. Your complaint will be investigated and you will be advised of any action that can be taken to resolve the situation.*

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 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.

Contact Details

North East Area	01302 735926
South East Area	01302 737455
North West Area	01302 734149
South West Area	01302 735832
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*
- *Equality and Diversity*
- *Involving Tenants and Residents*
- *Leaseholder Services*
- *Rent Collection and Rent Arrears Recovery*
- *Responsive Repairs and Maintenance*

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