

*Customer Service Standards*  
**Empty Property Management including  
Allocations to New Tenants**



**St. Leger Homes**  
OF DONCASTER



*Quality Homes in Quality Neighbourhoods*  
[www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)

## Translation Available

ترجمه موجود است

نیمه ناماده بین کہ نوسراوه کانی نیوه وه ریگیرین

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

## EMPTY PROPERTY MANAGEMENT INCLUDING ALLOCATIONS TO NEW TENANTS

### 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.

### Overall Aim

We aim to re-let empty properties within 36 calendar days.



## OUR CUSTOMER SERVICE STANDARDS

We will:

Our Standards	Target	Monitoring	Where Reported
<p><b>Carry out repairs to the lettable standard and provide you with a copy of the repairs schedule. We will complete any outstanding repairs within four weeks of your tenancy starting.</b></p>	<p>100%</p>	<p>Reality checks  Customer satisfaction survey</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Carry out accompanied viewing of the property with you whilst it is empty and give you a date when the property will be ready.</b></p>	<p>100%</p>	<p>Customer satisfaction survey</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Explain your tenancy agreement before you sign it and provide you with a copy.</b></p>	<p>100%</p>	<p>Customer satisfaction survey</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Provide decoration vouchers, where the property is eligible, during the sign up process.</b></p>		<p>Customer satisfaction survey</p>	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>

Our Standards	Target	Monitoring	Where Reported
<p><b>Ask you at sign up if you have any special preference about how we contact you, or if there is anything we need to be aware of when we visit you at home.</b></p>	100%	Customer satisfaction survey	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Help you complete any housing and council tax benefit claim forms during the sign up process.</b></p>		Customer satisfaction survey	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Provide you with information on the area you are moving to.</b></p>	100%	Customer satisfaction survey	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>
<p><b>Carry out a post tenancy visit, by appointment, within 4 week of the start of the tenancy and carry out a satisfaction survey.</b></p>	100%	Customer satisfaction survey	<ul style="list-style-type: none"> <li>■ Executive Management Team</li> <li>■ Finance and Performance Committee</li> <li>■ Board</li> <li>■ Customer Relations Development Group</li> <li>■ St. Leger Homes Website</li> <li>■ Reception Notice Boards</li> <li>■ House Proud</li> </ul>

## Leaving your home

If you decide to leave your home we will give you advice about:

- the length of notice you must give us before you end your tenancy – ie. four weeks from the Monday after the day you tell us you intend to leave.
- leaving the property tidy and in a reasonable state of repair.
- outstanding rent and service charges.
- handing in the keys.
- if we think that a property has been abandoned, we will investigate this within 24 hours and, if necessary, secure it.
- if you have damaged our property we will charge you for the cost of repairing the damage - we will write to you telling you about the repairs and the cost within 28 calendar days of the keys to the property being received by the local St. Leger office. We will also notify the Council who will raise a 'rechargeable works account' against your name.

## Handing in notice

If you want to end your tenancy, you must give four weeks' notice. This can be done in writing, in person, over the phone or by email. You can also do this at any local St. Leger office. When you give us notice you must give us a forwarding address. We

will write to you to acknowledge your notice and confirm your tenancy termination date.

If you do not give four weeks' notice you are still liable for payment of rent.

## Before leaving

When you leave you should:

- make sure your home is undamaged, clean and tidy.
- remove all your belongings and rubbish from the house, garden and outbuildings.
- tell the utility companies (gas, electric, water) you are moving and tell us who your suppliers are.
- tell the Council Tax Section, Housing Benefits (if you are claiming) and the Benefits Agency of your move.
- arrange for the Post Office to redirect your mail.

### **Please note:**

Your property must be left vacant. If anyone is still living in the property you will continue to be charged rent for use and occupation - even after handing in the keys.

# Customer Service Standards

## EMPTY PROPERTY MANAGEMENT INCLUDING ALLOCATIONS TO NEW TENANTS

### Handing in keys

You should hand in your keys in person to any St Leger Homes of Doncaster office. The keys must be handed in by 12 noon on Monday, or rent for the following week will be charged. You will be given a receipt for your keys. You must also provide us with a forwarding address.

If you do not hand in your keys we will change the property's lock and charge the cost of this to you. If your home has been damaged or you have left behind belongings or rubbish we will charge you for the costs of repairs to the property and/or removal and disposal of discarded items.

If you have carried out alterations for which you have not had permission we will reinstate the property to its original design – you will be charged for those works.

Please note: You are personally responsible, as the tenant, for handing the keys in on time.

### 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 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

Empty Homes/Tenant Liaison Officer	<b>01709 864318</b>
Housing Allocations North East Area	<b>01302 735989</b>
Housing Allocations South East Area	<b>01302 737638</b>
Housing Allocations North West Area	<b>01302 734140</b>
Housing Allocations South West Area	<b>01302 735820</b>
Customer Care Officer	<b>01302 862726</b>

## 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*
- *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 and Neighbour Disputes*

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