



St. Leger Homes  
OF DONCASTER

## Contact Details

Community Liaison Team **01302 862734 / 862735 / 862733**  
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*
- *Leaseholder Services*
- *Rent Collection and Rent Arrears Recovery*
- *Responsive Repairs and Maintenance*
- *Tenancy and Estate Management, Anti-Social Behaviour and Neighbour Disputes*

www.stlegerhomes.co.uk

St. Leger Homes of Doncaster Limited  
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White Rose Way  
Doncaster  
DN4 5ND

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## Customer Service Standards Involving Tenants and Residents



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

## Translation Available

ترجمہ موجود است

Çeviri mümkün

Përkthimi në dispozicion

ترجمہ نامادین کہ نوسراؤہ کانی نیوہ وہ ریگیرین

ترجمہ دستیاب ہے

可提供翻譯

Tradução Disponível

Доступен (Есть) перевод

অনুবাদের ব্যবস্থা রয়েছে।

可提供翻譯

الترجمة متوفرة

Traduction Disponible



Large Print, Braille and Audio Tape also available

अनुवाद उपलब्ध है

## 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.

Involving tenants and residents is central to the service provided by St. Leger Homes. We will involve our customers in the decision-making processes that affect their lives and their communities.

St. Leger Homes and the tenants and residents of the housing estates formerly managed by the Council have entered into a written agreement that underlines a joint commitment to service improvement as a result of tenant participation and consultation – the agreement is titled Compact 2006. A copy of Compact 2006 is available on request from any St. Leger office.

## OUR CUSTOMER SERVICE STANDARDS

We will:

Our Standards	Target	Monitoring	Where Reported
<b>Provide a menu of involvement so that tenants can be involved at whatever level they wish and increase the number of people on it.</b>	Increase of 50 people per year	Involvement menu records	<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>
<b>Publish bi-monthly tenants newsletter.</b>	Newsletter every 2 months	Copies of newsletters	<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>
<b>Increase levels of tenant satisfaction with opportunities for participation in management and decision making to 75% by 2009.</b>	75%	Status 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>



If you would like to find out more about getting involved in housing management or setting up a Tenants and Residents Association please contact us on one of the numbers shown on the next page.

### 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 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.

