



St. Leger Homes
OF DONCASTER

Contact Details

St. Leger Homes Leaseholder Advisory Service **01302 736308**
Service Charge queries **01302 862860**
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*
- *Equality and Diversity*
- *Empty Property Management including Allocations to New Tenants*
- *Involving Tenants and Residents*
- *Rent Collection and Rent Arrears Recovery*
- *Responsive Repairs and Maintenance*
- *Tenancy and Estate Management, Anti-Social Behaviour and Neighbour Disputes*

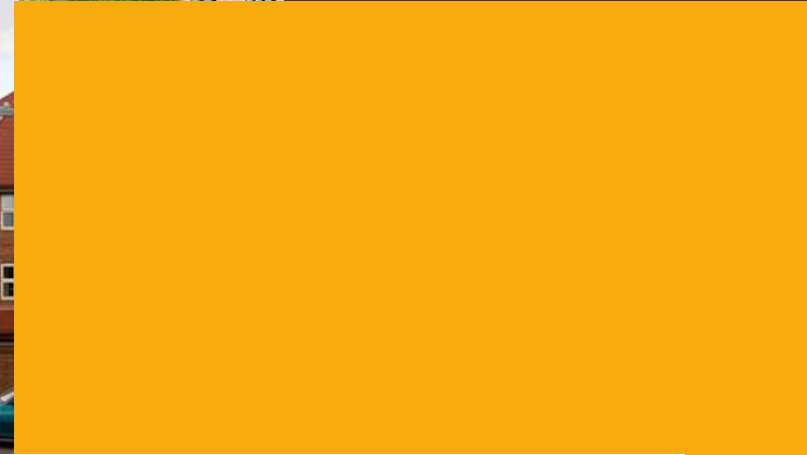
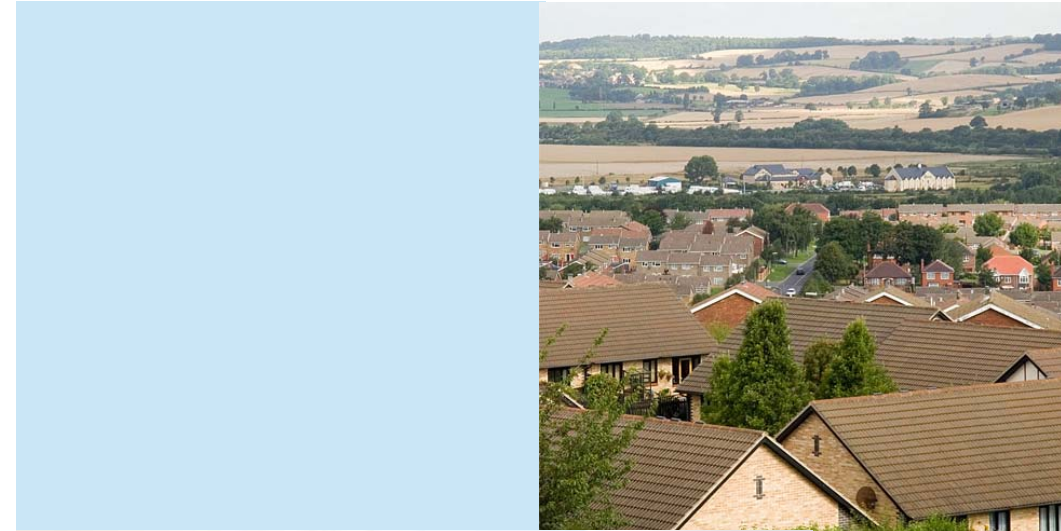
www.stlegerhomes.co.uk

St. Leger Homes of Doncaster Limited
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DN4 5ND

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LCCS a02 01/07

Customer Service Standards Leaseholders



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

Translation Available

ترجمہ موجود است

Çeviri mümkün

Përkthimi në dispozicion

ترجمہ نامادین کہ نوسراوہ کانی نیوہ وہ ریگبرین

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

अनुवाद उपलब्ध है



Large Print, Braille and Audio Tape also available

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 do not deal with the purchase of your Council flat. This is still done by Doncaster Metropolitan Borough Council. We do, however, continue to carry out some repairs to your property, and are responsible for certain major repair works and deal with your service charges.

We understand that you may have many questions and concerns about your service charges. We will do our best to help you with your query or advise you where you can obtain help.

OUR CUSTOMER SERVICE STANDARDS

We will:

Our Standards	Target	Monitoring	Where Reported
Consult you prior to carrying out major works.	100% of leaseholders affected	Internal records	<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
Monitor leaseholders satisfaction with the service provided by St. Leger Homes.	Carry out Annual Leaseholders Survey	Customer satisfaction survey	<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
Ensure that leaseholders are provided with detailed costings on the services provided by St. Leger Homes.	100% of leaseholders	Annual service charge accounts	<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



How you can help us?

- By paying your service charge when required - if you dispute any part of the service charge you should put your concerns in writing and continue to pay the amount due until the dispute is resolved.
- Do not make any structural alterations without consulting us first.
- Advise us of any transfer of the lease to another person.

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.

