

Customer Service Standards Applying for a Council House



St. Leger Homes
OF DONCASTER



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

Translation Available

- | | | | | |
|-----------------------------------------------|-------------------|----------------------------|------------------------------|---------------------|
| 1 ترجمہ موجود است | 4 可提供翻译 | 7 Доступен (Есть) перевод | 10 可提供翻譯 | 13 अनुवाद उपलब्ध है |
| 2 نیسہ ناملا دین کہ نوسراؤ کانی نیوہ ودرگیرین | 5 Çeviri mümkün | 8 الترجمة متوفرة | 11 অনুবাদের ব্যবস্থা রয়েছে। | |
| 3 Tradução Disponível | 6 ترجمہ دستیاب ہے | 9 Përkthimi në dispozicion | 12 Traduction Disponible | |

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 HouseProud. 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	Monitor
Register housing applications or contact you if your application is incomplete within 10 working days of receipt of your application. Following which, we will confirm in writing how your application priority has been calculated and provide you with information on how to bid for a property.	100%	Record maintenance within date application received date registered
If you complete a form to tell us about a change in your circumstances we will change the details of your application and notify you within five working days.	100%	Record maintenance within date of circumstances received date a
Make available to housing applicants, through our receptions, information about Housing Associations.	100%	Monitor through checking receipts

APPLYING FOR A COUNCIL HOUSE

STANDARDS

Monitoring	Where reported
Records maintained within CBL of the applications received and registered.	<ul style="list-style-type: none"> ■ HouseProud ■ Area Boards ■ Executive Management Team ■ St. Leger Homes website
Records maintained within CBL of the change of circumstances received and actioned.	<ul style="list-style-type: none"> ■ HouseProud ■ Area Boards ■ Executive Management Team ■ St. Leger Homes website
Monitored through reality checking reports.	<ul style="list-style-type: none"> ■ HouseProud ■ Area Boards ■ Executive Management Team ■ St. Leger Homes website

If we refuse your application

If we decide not to put your application on the Housing Register or remove your application from the register (unless at your request), we will write to you. If you are unhappy with our decision you have 28 days from the date of the letter to request a review of our decision. If you continue to be unhappy after the review decision, you can make a formal complaint.

Keeping your application up to date

We will send you a review form each year within one month of the anniversary of your application. If you do not return the form within two months, we will write to you and inform you that your application has been removed from the waiting list. If you recontact us within three months we will reinstate your application from the original date.

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 Team. 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. We will use this information to continuously improve.

Please note: You have the right to see personal information that we hold about you (for example, we may hold information on your family unit or previous tenancy record). You can do this by writing to us at St. Leger Court, White Rose Way, Doncaster DN4 5ND



St. Leger Homes
OF DONCASTER

Contact Details

Doncaster HomeChoice Registration Section **01302 862628**
Customer Care Team **01302 862726**

Other Service Standards 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*
- *Delivering Decent Homes*
- *Empty Property Management including Allocations to New Tenants*
- *Equality and Diversity*
- *Involving Tenants and Residents*
- *Leaseholders*
- *Rent Collection and Rents Arrears Recovery*
- *Responsive Repairs and Maintenance*
- *Tenancy and Estate Management, Anti-Social Behaviour and Neighbour Disputes*

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