

Customer Service Standards Delivering Decent Homes



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 کاتی نیوہ ودرگیبرین | 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.

St. Leger Homes are committed to achieving Quality Homes in Quality Neighbourhoods.

A Decent home is one that:

- meets the current minimum standard for housing
- is in a reasonable state of repair
- has reasonably modern facilities and services
- provides a reasonable degree of warmth

St. Leger Homes has produced, in partnership with customers, an enhanced Decent Homes Standard, called the 'Doncaster Decency Standard'. St. Leger Homes intends to achieve this standard for all our homes with a sustainable future. There are details of this standard in our leaflet titled "An Information Guide to the Doncaster Decency Standard".

To assist us maintain the high standards that we pride ourselves on we have introduced a number of measures.

OUR CUSTOMER SERVICE STANDARDS

We will...

Our standards	Target	Monitoring	Where reported
Provide contact details of the contractor's Tenant Liaison Officer to the customer.	100%	Copies of letters sent by contractors (21 day and 7 day letter).	<ul style="list-style-type: none"> ▪ HouseProud ▪ Area Boards ▪ Executive Management Team ▪ St. Leger Homes website
Provide full details of work to be carried out.	100%	Copy of scope of work letters sent to tenant.	<ul style="list-style-type: none"> ▪ HouseProud ▪ Area Boards ▪ Executive Management Team ▪ St. Leger Homes website
Provide details of when the work will start and complete works within an agreed timescale.	95%	Tenant informed in 7 day letter (copies available). Reality checks.	<ul style="list-style-type: none"> ▪ HouseProud ▪ Area Boards ▪ Executive Management Team ▪ St. Leger Homes website

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, the Decent Homes Team 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.



St. Leger Homes
OF DONCASTER

www.stlegerhomes.co.uk

Contact Details

Decent Homes Works and Planned Maintenance Schemes
Freephone 0800 180 4478

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*
- *Applying for a Council House*
- *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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