

## Customer Service Standards Leaseholders



**St. Leger Homes**  
OF DONCASTER



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

### Translation Available

- |   |                     |                            |                           |                      |
|---|---------------------|----------------------------|---------------------------|----------------------|
| 1. ترجمہ موجود آیت                      | 4. 可提供翻譯            | 7. Доступен (Есть) перевод | 10. 可提供翻譯                 | 13. अनुवाद उपलब्ध है |
| 2. تہ نامبر کے بارے میں دیگر زبانوں میں | 5. Çeviri mevcuttur | 8. الترجمة متوفرة          | 11. अनुवाद उपलब्ध है      |                      |
| 3. Tradução Disponível                  | 6. ترجمہ دستیاب ہے  | 9. Переводимé disponible   | 12. Traducción 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.

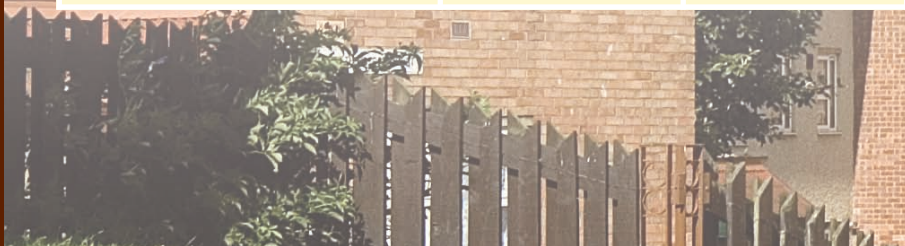
St. Leger Homes does not deal with the purchase of your Council flat. This is still done by Doncaster Metropolitan Borough Council. We do, however, continue to carry out some repairs to your property and deal with your service charges.

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
<p><b>Consult leaseholders over all issues that affect them and monitor levels of satisfaction with leaseholder services.</b></p>	100% of leaseholders	<p>Copies of leaseholders consultation letters.</p> <p>Results of annual leaseholder satisfaction survey.</p>
<p><b>Ensure that the estimated service charge invoice is issued to each Leaseholder annually in advance along with a summary of your rights and obligations.</b></p> <p><b>Ensure that the statutory statement of account containing actual service charges is issued within 6 months of the period end to which it relates.</b></p> <p><b>Ensure that the invoice for ground rent along with the statutory notice is issued to each Leaseholder annually in advance.</b></p>	100% of leaseholders	<p>Monitored annually through leaseholder accounts that are sent out in June each year.</p>



### Where reported

- HouseProud
- Area Boards
- Executive Management Team
- St. Leger Homes website

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### 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 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

## Contact Details

St. Leger Homes Leaseholder Advisory Service  
Customer Care Team

**01302 862722**  
**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*
- *Delivering Decent Homes*
- *Empty Property Management including Allocations to New Tenants*
- *Equality and Diversity*
- *Involving Tenants and Residents*
- *Rent Collection and Rents Arrears Recovery*
- *Responsive Repairs and Maintenance*
- *Tenancy and Estate Management, Anti-Social Behaviour and Neighbour Disputes*

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