

Our commitment

How we set the standard.

Your experience when you contact us

Whenever you contact us we want you to feel that we have listened to you and delivered the service you wanted.

If we can't deliver what you expect we will put it right or explain why we can't do what you have asked for.

Our commitment

If you contact us we will:

- Aim to answer your call within 20 seconds.
- Call you back within 24 hours if we receive a message from you.
- Respond to email and website messages within 5 working days.
- We will respond to messages on Facebook and Twitter within 1 working day.
- Respond to letters within 10 working days.
- Give our name when we answer your call.
- Provide access to a translation service if you need it.
- Take account of any special needs you have.
- Provide key documents in large print and on audio CD or by DVD, in Braille and in certain recognised community languages if you need it and subject to funding.
- Provide hearing loop facilities at our offices.
- Provide confidential interview rooms.
- Communicate with you via talk type if you would like us to.

How we understand how we are doing

We monitor:

- Average waiting time for calls to be answered: Target: 20 seconds.
- Number of calls unanswered: Target: less than 5%.
- No. of complaints.
- No. of compliments.
- Customer satisfaction scores and comments made on key services that we provide to you.

Repairing your home

When your home needs repairing, we always aim to do the right repair on the first visit at a time that suits you.

Our commitment

If you report a repair, we will:

- Make it easy for you to report repairs by having various methods available including phone, email, online and in person.
- Agree a convenient appointment with you for someone to call and carry out the repair.
- Aim to complete your repair in full on the first visit to your property.
- Call out and respond to any emergency repairs within 24 hours.

How we understand how we are doing

We monitor:

- Customer satisfaction with the repair & repair service.
- The areas that you tell us could be better.
- The things that you tell us that we do well.
- The % appointments kept.
- The % of repairs completed first time.
- The average time taken to complete a repair.

Improvements to your home

Sometimes we renew or update parts of your home such as windows, kitchens, bathrooms, showers, electrical wiring and heating systems.

We have lots of information on our homes and prioritise homes for improvement using a variety of methods such as house condition surveys and feedback from customers.

We publicise the homes that we are planning to improve annually within the '@CharterHousing' magazine.

Our commitment

If you are having improvements to your home, we will:

- Contact you at least a month before the work starts.
- Arrange for our contractors to call you about a week before the work starts to arrange a convenient time for the work to be completed.
- Give you an information pack containing details of the upgrade and what you may need to do before work starts. This will also contain details of the anticipated time scales and any disturbance that may be caused.
- Give you plenty of choice wherever possible so that you can “personalise” your improvements and make your home your own.
- Ensure that if you are having a new kitchen you can choose from a variety of different units, work tops, tiles and floor colours.
- Ensure that if you are having a new bathroom you can choose from a variety of floor colours

How we understand how we are doing

We monitor:

- Customer satisfaction with the overall quality of homes provided.
- Customer satisfaction for all home improvements that we provide.
- Comments and suggestions for improvements made by customers.

Your rent

We make it easy for you to pay your rent by providing a range of ways to pay.

If you are having difficulties paying you should tell us as soon as possible and we will work positively with you to resolve any difficulties.

Our commitment

We will:

- Provide a wide variety of ways in which you can pay your rent including:
 - In person at Charter's offices.
 - Direct debit or standing order.
 - By posting a cheque to our offices.
 - At any location displaying a PayPoint sign.
 - At any post office in the UK.
 - By telephone through the allpay.net IVR call centre with your debit
 - or credit card and rent payment card (call 0844 557 8321).
 - Over the telephone by calling our team on 01633 212375.
 - On our website.
 - By downloading the Allpay app onto your mobile or tablet.
- Set new rental charges annually and we will give you notice in accordance with your tenancy agreement before we make any changes.
- Provide you with access to regular rent statements.
- Work with you positively linking you up with specialist services where necessary to help you maintain a clear rent account, maximise your income and minimise your outgoings.

How we understand how we are doing

We monitor:

- Customer satisfaction with the service provided.
- The level of rent arrears owed.
- The amount of money that has been gained for customers through our involvement.

Anti-social behaviour and hate crime

We take anti-social behaviour and hate crime very seriously and have a specialist team that deals with it. We're not responsible for how tenants behave but we know this issue is important to you. We know that anti-social behaviour and hate crime has a huge impact upon families and communities and that's why we are committed to tackling it.

We can't do this alone and will need you to help us. We can't take action on anonymous complaints or petitions as we need to ensure they aren't unfounded or malicious. There also may be behaviour that annoys you but that doesn't necessarily make it anti-social.

Our Commitment

So what can we do! If you report a problem and are willing to give your name and address, we will:

- Refer you to resolve assessment service, an early response, impartial service designed for initial or low-level anti-social behaviour issues.
- Aim to deal with any complaint going through the Resolve Service within 10 days.
- Where anti-social behaviour continues, we'll work with you to gather evidence, such as incident logs, before tailoring a plan of action with you written up within an anti-social behaviour service standard form. This will include an agreement of how the complaint will be dealt with and how often we will contact you.
- Use a range of remedies (depending on the situation and the evidence available).
- Non legal remedies could include Acceptable Behaviour Contracts (ABC's) or mediation. Legal remedies could include injunctions, demotion of tenancy or eviction proceedings.

Violence or threats of violence:

- In the event of serious complaints such as violence or threats of violence we will respond to your complaint within 1 working day.

How we understand how we are doing

We monitor:

- Customer satisfaction after each case is closed and 6 and 12 months following case closure.
- Regular customer satisfaction surveys undertaken by Charter Housing around satisfaction with the neighbourhood in which you live.

Your neighbourhood

We want all of our tenants to live in a nice area that is clean and safe for you and your family. We provide services to ensure that communal areas and open spaces are well maintained and attractive places.

Our commitment

We will:

- Inspect estates regularly and invite tenants to take part.
- Arrange repairs to paths, fencing and lighting if they need it.
- Cut the grass, maintain shrubs and litter pick communal areas only, weekly, fortnightly or monthly depending on where you live, between April & October.
- Inspect trees on our land regularly and ensure they are safe.
- Inspect halls and stairways in flats regularly to make sure they are clean, tidy and free of any hazards.
- Carry out fire safety checks on communal hallways.
- Keep communal areas and open spaces free of abandoned vehicles, graffiti and fly tipping and work with the local authority and police to take action against those responsible.
- Provide information to residents about how they can dispose of rubbish responsibly and recycle.
- Remove racist graffiti within 1 working day of it being reported.
- Investigate reports of dog fouling and work with dog wardens and tenants to take action against those responsible.

How we understand how we are doing

We monitor:

- Customer satisfaction with the neighbourhood as a place to live.
- Customer satisfaction results for our estates maintenance and cleaning services.

Customer involvement

We believe that our customers should have a direct say in the services they get from Charter. That's why we need you. We need your views to shape our services.

If we don't know what's important to you, we won't know how to give you what you want and need.

Our commitment

We will:

- Provide many different ways to get involved and make sure there is a way everyone can have their say.
- Pay your expenses including travel and child care costs for meetings.
- Give you support and training so that you can make the most of your involvement.
- When we ask for your views we will give you feedback on what you and other tenants have said and what we plan to do about it.
- Listen to your views and ideas and use them to improve our services and your neighbourhood.
- Use plain language and communicate in a variety of different ways.

How we understand how we are doing

We monitor:

- The changes we make to our services, based on what you say to ensure we have made the right change.
- How satisfied you are that we listen to your views and act upon them.

Complaints

If you're unhappy with the standard of service, action or lack of action by Charter, its staff or contractors that we use, you can make a complaint.

We really don't mind you telling us that you're unhappy, we'd much rather know!

If you have a general complaint, then we will usually try and sort it out informally as soon as possible. We try to do that first, because we believe that the most important thing is to put something right if it's wrong.

Our commitment

If you would like to make a formal complaint, we will:

- Ensure you can complain in a way that suits you; In writing, by speaking to us via email or by visiting our website.
- Enable someone to act on your behalf, if this is easier for you.
- Record it.
- Let you know within 3 working days the name of the person dealing with your complaint.
- Look into your complaint and respond to you within 21 working days. If we can't give you a full response within 21 working days, we will contact you and tell you why we need more time and when we will be responding to you.
- If we've got it wrong, we'll admit to that and apologise.
- Always look to see if we need to change the way we do things in the future.
- Let you know about your right to escalate your complaint within Charter and/or complain to the Public Service Ombudsman for Wales.

How we understand how we are doing

We monitor:

- The number of complaints completed within our target time scales.
- Customer satisfaction with the way in which we deal with complaints.
- What we've changed as a result of the complaints that we have received and we report this back regularly to you via '@CharterHousing' magazine.

Your tenancy

There are lots of things that you may need to ask permission for before you can make a change in your home such as getting a pet, making major alterations to your property, planning to sub-let your home to another person, wanting to exchange (swap) your home with another tenant or wanting to start a business from your home.

Our commitment

These are our service commitments in relation to your tenancy:

- We will provide you with a tenancy agreement that lists your rights and responsibilities as well as our obligations as a landlord.
- We will provide you with a tenant handbook which will help you to understand your tenancy and the services we provide.
- We will consult with you on significant changes that may affect you, especially those that relate to your tenancy agreement.
- If you want to exchange your home with another tenant we will give you a decision within 42 days. If we turn down your request, we will tell you why.
- We will give you a decision within with 14 days if you apply to sublet your home.
- We will give you a decision within 14 days if you ask us if you can run a business from your home. If we turn down your request, we will tell you why.
- We will give you a decision within 21 days if you ask to make a change to your tenancy.
- We will give you a decision within 14 days if you ask to have a pet.
- We will investigate and take action if we are told that a tenant has broken their tenancy agreement. This may include legal action where we have enough evidence.

How we understand how we are doing

We monitor:

- Customer satisfaction with Charter Housing as a landlord.
- Customer satisfaction with the services that Charter provides.
- Customer satisfaction with the way in which we deal with exchanges.

Moving in

When you move in, we aim to make the letting experience a positive one and want you to be pleased with the quality of your new home. When you are moving into your new home we offer a number of commitments.

Our commitment

We will:

- Make sure that your property is safe and secure.
- Carry out health & safety checks including smoke detectors, gas & electric installations.
- Make sure the property is clean and clear of rubbish.
- Clear the garden.
- Ensure that all external doors and windows are secure and open / close easily.
- Ensure that the bathroom and kitchen is clean and in good working order.
- Show you around the property you are being offered before you decide whether to take it.
- Tell you about any repairs that need to be done and let you know the planned time scales.
- Provide you with useful information about your home including the rental charge.
- Run through the affordability of your new home to ensure that you can afford it and fully understand the cost of living there.
- Give you an allowance if your new home is in need of redecoration.
- Give you a Tenancy Agreement & a Tenant's Handbook.
- Work to identify with you any unmet support needs and do our best to ensure that these are provided for.
- Let our homes in accordance with the policy for the local authority they are in.
- Ask customers to give us feedback on the quality of their home and the service provided and use these comments to influence the way we work in the future.

How we understand how we are doing

We monitor:

- Customer satisfaction with the Lettings Service.
- Customer satisfaction with the condition of homes when they are let.
- The amount of tenancies successfully maintained for at least first 6 and 12 months.

It's our job to give you the best service we can, all of the time.

When you deal with Charter, you'll be dealing with well-trained, approachable staff that understand that you are an individual, with your own views and needs.

We will treat you according to our values of respect, responsibility, openness, integrity, fairness and ambition.



We have standards that show you the level of service you should expect from us, and what you should do if you are unhappy with that service.

This leaflet sets out these standards for the key services we deliver and lets you know how we will monitor them. Other leaflets, our handbook and our website will tell you more about our services. We regularly report in the '@CharterHousing' magazine and other communications the results of our monitoring.