

CHOICE  
CUSTOMER  
PROMISE



Working  
together for  
positive change

GET  
IN  
TOUCH

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Our Customer Promise sets out our commitments to you. We developed this charter in consultation with our tenants.

Providing excellent services that are fair, transparent and accessible to all is vital to achieving our mission. We will monitor these standards every six months and report on and review our performance against them each year.

**We will:**

- 1 Be polite and treat you with respect and courtesy;
- 2 Give you our name and service area when we speak to you or see you;
- 3 Take responsibility for matters that you raise with us and try to solve them the first time you contact us;
- 4 Acknowledge your complaint and get back to you within 24 hours of you reporting the complaint to tell you how we are dealing with it;
- 5 Answer the phone within 20 seconds;
- 6 Respond to all phone messages by the next working day;
- 7 Reply to all of your letters and emails as soon as possible but within five working days.

We have designed the standards to give you the highest quality of customer service that we can. We also expect you to play your part in helping us to achieve these standards.

**Our Values:**

Values stand at the very core of Choice and are the building blocks of our culture, providing common language and acceptable standards of behaviour. These are:





## EQUALITY & DIVERSITY

### We will:

- Treat all people fairly, professionally and with respect;
- Provide services that are accessible to all;
- Ensure that our offices offer facilities for customers who have disabilities;
- Regularly monitor our services to ensure they provide equal opportunities for all;
- Provide translations and use an interpreter (where we are able) when English is not your first language;
- Work to promote equality.



## OUR OFFICES

### We will:

- Open our offices between the core hours of 9am to 5pm Monday to Friday, except on public holidays;
- Publicise when our opening times change;
- Outside our opening times, we will provide a telephone service for emergency repairs;
- Make sure our offices contain up to date information about our services and what's available in the local community;

If you visit the office:

### We will:

- See you within 5 minutes of your appointment time. If you do not have an appointment we will try to see you within 20 minutes;
- Offer you an interview room if you require it.



## ALLOCATIONS

### We will:

- Give you accurate, up to date housing information and advice;
- Provide accurate information about any property offered to you by the Association;
- Explain the tenancy agreement and information in the New Tenants Pack at sign up stage;
- Contact you to carry out a "settling in visit" within four weeks of your commencement of tenancy.



## ANTI-SOCIAL BEHAVIOUR

### We will:

- Treat all reports of anti-social behaviour seriously and confidentially;
- Deal with incidents in accordance with our policy and procedure;
- Adopt a victim centred approach;
- Work withoutside agencies to seek solutions to the problem when appropriate.



## YOUR RENT

### We will:

- Provide you with a 6 monthly rent statement and annual service charge information;
- Provide you with a rent statement within 3 working days of your request.

### If you have rent arrears:

### We will:

- Take prompt action to deal with your position;
- Give you an opportunity to make an agreement to clear your arrears before serving you with a Notice Seeking Possession.



## REPAIRS RESPONSE TIME

### We will:

- Respond to immediate repairs within 4 hours;
- Respond to emergency repairs within 24 hours;
- Respond to urgent repairs within 4 working days;
- Respond to routine repairs within 20 working days.



## MAINTAINING, IMPROVING & ADAPTING YOUR HOME

### We will:

- Maintain your home to a high standard;
- Provide you with information about any works we plan to carry out to your home;
- Consult with you, offering you a choice when possible before carrying out major work to your home;
- Carry out adaptations to your home when requested by an Occupational Therapist.



## INVOLVING YOU

### We will:

- Encourage our customers to be involved;
- Seek to increase the number of tenants in our Tenants' Engagement Programme;
- Together with the Tenants' Forum provide you with four newsletters each year;
- Carry out mystery shopping exercises to monitor our services to you;
- Support community initiatives;
- Work alongside our customers through Tenants' Forum meetings, focus groups and estate walkabouts.

## HELP US TO HELP YOU

### We will:

- Ask you what you think of our service;
- Listen to your views;
- Use your feedback to continually improve our service to meet your needs.

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## PLAYING YOUR PART



These service standards are designed to give our customers the highest possible quality of service, based on the money available and the reasonable expectations of our customers.

It is only reasonable to expect that customers play their part in helping us achieve these standards.

**Your responsibility to help us to achieve these standards includes:**



Being polite and treating our staff with respect and courtesy



Letting us know if you are unable to keep an appointment



Paying your rent regularly and on time



Living in your property as your main home



Taking reasonable care of the property



Being open and honest when engaging with Choice



Behaving in a responsible manner towards neighbours, visitors and others

You can find full details of the Choice Customer Promise on our website  
[www.choice-housing.org](http://www.choice-housing.org)