



**Our vision is
"to deliver excellent Housing Services"**

**Service Standard
CUSTOMER CARE**

**Newark and Sherwood Homes
Limited**



<u>Contents</u>	<u>Page</u>
What is a service standard?	2
What can you expect from Newark and Sherwood Homes	2
What does Newark and Sherwood Homes expect from you?	2
Equality and Diversity	3
Customer Care	4
Monitoring	5
Performance	6
What do I do if I wish to comment on a service provided?	6
Contacting us	6

1 What is a Service Standard?

Our Service Standards reflect our Customer Promise to provide a service that is efficient, fair and responsive to all our customers.

All Newark and Sherwood Homes staff have a responsibility to ensure that the services provided to our customers meet the highest possible standards at all times, and to recognise that some customers may, on occasions, require special or more sensitive services.

We have set our standards because you have said that these are the things that matter most. We have involved customers in agreeing our standards and customers will be involved in monitoring them, to make sure we keep our promise to you.

We will regularly publish the results of this monitoring in our newsletter 'Home from Homes' and on our website. We will also review our standards each year to make sure that they continue to reflect what matters most to you. We have a range of standards covering the different services that we provide. For more information on our other standards, please contact any of our offices listed at the end of this leaflet, or go to our website www.nshomes.co.uk

2. What can you expect from Newark and Sherwood Homes?

- All staff and contractors to show identification;
- To be treated politely, courteously and with respect;
- All reception areas to be clean and comfortable with a variety of leaflets on the housing services available;
- That we will seek your views through surveys and by inviting you to public Meetings;
- Officers to notify tenants as soon as possible if they are unable to attend appointments;
- That we will publicise our performance on targets we have set.

3. What does Newark and Sherwood Homes expect from you?

- To be treated politely, courteously and with respect;
- Provide the information we ask for when we ask for it or as soon as possible thereafter. This will help speed up the process;

- Please ensure that you read all information sent to you;
- Attend appointments on time or let us know as soon as possible if you are not able to. This will help us to keep appointments with other customers;
- There are times when we are very busy, but we will do all we can to keep waiting times to a minimum;
- Out of courtesy to our officers visiting you at home, we request that you do not smoke during the interview.

This booklet sets out the standard you can expect in respect of Customer Care. These standards are reviewed annually and you can have your say by:

- Speaking to a member of staff;
- Email: housing@nshomes.co.uk
- Completing a suggestion slip at any Newark and Sherwood Homes office;
- Contacting your tenant representative (details available from your local housing office);
- Contacting Newark and Sherwood Homes 0845 258 5550;
- Contacting Newark and Sherwood District Federation of Tenants and Residents Associations on (01636) 684343.

4. Equality and Diversity

Newark and Sherwood Homes is committed to giving equality of service to all. This means that customers will not be treated any differently because of their gender, race, age, disability, sexual orientation or religion.

To eliminate all forms of unfair and unlawful discrimination, we believe that:

- We recognise that people are different, with different needs and preferences;
- All people have the right to be treated with dignity and respect;
- All people have the right to be treated fairly with regard to our policies, procedures and practices;
- All people have the right to have equality of access to opportunities in the provision of our services;

- Information should be made available in other formats, languages, large print, Braille and audiotape and arrange for translators or signers where needed;
- You should be able to speak to a member of staff who is the same sex as you;
- All our housing offices and interview rooms should and will have hearing induction loops.

5. Customer Care

In all our dealings with you - we will:

- Answer 90% of telephone calls within 5 rings
- Answer all phone calls within 10 rings
- All emails to be acknowledged with a full response within 10 working days;
- Respond to written enquiries within 5 working days;
- Acknowledge all formal complaints within 3 working days and provide a full response within 10 working days;
- Carry out all home visits within 5 working days of a request;
- Text messages will be responded to within 24 hours or the next working day if the message is left over a weekend or bank holiday;
- Voice mail messages will be responded to within 24 hours or the next working day if the message is left over a weekend or bank holiday.

Help and information – we will

- Provide a wide range of relevant and up to date information in all of our offices;
- Have trained staff to deal with your enquiries efficiently;
- Offer you an appointment within 5 working days if no one can see you immediately;
- Assist you in completing appropriate forms where necessary;
- Referral to other agencies if necessary;

- Advise you of the different ways you can access our services, for example through our website.

Courtesy and fairness – we will

- Be recognisable, wearing name badges at all times and giving our full name when answering the telephone;
- Have safe and comfortable offices which are clean and tidy;
- Treat your enquiry with sensitivity, tact and diplomacy;
- Be fair and impartial;
- We will respect your confidentiality at all times;
- Not make promises we cannot keep;
- Provide the use of a courtesy telephone in our receptions / interview rooms when appropriate;
- Provide the use of books for children in our receptions / interview rooms;
- Provide drinking water in our reception areas if required.

If we visit your home:

- We will show identification and behave professionally at all times;
- We will normally make appointments for home visits.

6. Monitoring

We will monitor our Customer Care performance in the following areas:

- The percentage of telephone calls within 10 rings
- Number of emails acknowledge immediately they are received, and given a full response within 10 working days;
- Number of written enquiries dealt with within 10 working days;
- Number of formal complaints acknowledged within 3 working days and responses made within 10 working days;
- Number of home visits carried out within 5 working days of a request;

- Number of text messages responded to within 24 hours;
- Number of voice mail messages responded to within 24 hours.

7. Performance

The results of our monitoring of performance against our Service Standards can be found in our 'Home from Homes' magazine available to all tenants, performance posters displayed in our reception areas, and on our website at www.nshomes.co.uk

If we get anything wrong we will:

- Aim to put it right as soon as possible;
- Keep you informed at all times;
- Apologise;
- Aim to learn from our mistakes so they don't happen again.

8. What do I do if I wish to comment on the service provided?

If you wish to let us know how you feel about the service that we have provided, you can submit a compliment, or complaint via Newark and Sherwood Homes 'Complaints and Compliments' procedure. You may either complete a compliments or complaints form which are available from any Newark and Sherwood Homes reception, or via the website or by calling 0845 258 5550.

If you wish to submit a service improvement idea you can complete our *Housing Matters* Form available in the same way.

Your complaint and / or compliment will be acknowledged within 3 working days and replied to within 10 working days.

9. Contacting Us

You can contact Newark and Sherwood Homes by visiting, telephoning or writing to one of the following offices:

Newark and Sherwood Homes

Kelham Hall

Kelham

Newark-on-Trent

Notts.

NG23 5QX

Telephone: 0845 258 5550

Fax: (01636) 655514

Opening hours:
8.30am – 5.15pm Monday – Thursday
8.30am – 4.45pm Friday

Customer Services Directorate

Farrar Close Office
Newark-on-Trent
Notts.
NG24 2EG

Tel: 01636 655555
Fax: 01636 655578

Repairs Freephone 0800 5610010

Hawtonville Office

77c Eton Avenue
Newark-on-Trent
Notts.
NG24 4JH

Tel: 01636 655503
Fax: 01636 655504

Opening Hours
9.00am – 4.30pm Monday – Friday

Ollerton Office

Sycamore Road
Ollerton
Notts
NG22 9PS

Tel: 01623 860740
Fax: 016323 860729

Opening Hours
9.00am – 4.30pm Monday – Friday

Central Control

Tel: (01623) 860455
Email: newarkcc.t21@btinternet.com

Website: You can visit our website – www.nshomes.co.uk

E-Mail: You can e-mail us at housing@nshomes.co.uk

Independent Advice

If you would like to seek independent advice regarding housing services you can contact a group, which works closely with Newark and Sherwood Homes. They are:

Newark and Sherwood District Federation of Tenants and Residents Associations
21b Bailey Road
Newark-on-Trent
Notts.
NG24 4EP
Telephone: (01636) 684343.

Newark and Sherwood Homes Limited
Kelham Hall
Kelham
NEWARK ON TRENT
Nottinghamshire
NG23 5QX

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing



Audio Tape

V.8