

Service commitments and standards

We want to put customers first and deliver excellent services

**united
welsh**



to be the
organisation of
first choice

Our commitments to customers

Being accessible

Our main office working hours are from 9.00am to 5.00pm Monday to Friday

You can contact us by telephone using the free phone number **0800 2940195** between 08.30 & 17.30.

If you have an emergency repair or have a housing emergency, you can contact our out of hours service on 01495 769624

Our website address is:
www.uwha.co.uk

We recognise that we have a wide range of customers. As part of our commitment to equal opportunities we ensure that our offices are accessible to all of our customers. We also aim to provide all our written communications in plain language.

We offer information leaflets about most of our services and we can produce information in large print, in Braille, on tape and in different languages. We can also provide a confidential interpretation service in over 150 different languages, 24 hours a day.

Being responsive and reliable

We will respond to all requests with an efficient, effective and high-quality service. We will try to get things right first time. If things go wrong, we will learn from it. We will use your feedback to continuously review and improve the way we deliver services. We will also learn from our performance, how we compare with other landlords and ideas on the best and newest ways of doing things.

Being knowledgeable

We will always try to make sure that our staff give clear, accurate and up-to-date information.

Being responsible

Our reception staff wear name badges and our front-line staff will always carry identification cards. When they respond to your questions, our staff will always give their names and contact details.

Being fair

We will always try to treat you in a fair and consistent way. We have set standards for our services and will deliver these to all customers. We know that some areas and some customers need special services. We will aim to make sure that these are available.

Being polite, sensitive and respectful

We want to deliver an excellent service which meets your needs. Our staff will treat you in a polite and professional way and respect your rights. In return, we expect you to treat our staff properly. We will not accept verbal or physical abuse against them.



Our service standards

Answering phone calls

We will answer the phone within seven rings and give the name of the person dealing with your enquiry. If we can't answer straight away, we will take a message and call you back within 1 working day.



What you can expect from us

Use this greeting over the phone

"Good morning (or good afternoon), give name, United Welsh speaking."

Phone calls are a good chance to check basic things like contact information and household details so that we can keep our systems up to date.

It is also polite to give your name and team when answering internal phone calls. This is particularly helpful if you are answering a colleague's phone.

Use these voicemail messages:

- ▶ If you are on leave or out of the office

"This is (full name, job title) of United Welsh. Thank you for your call. I am now on leave or out of the office until (date) but will deal with your message when I come back.

If you need an earlier response, please ring (full name, job title) on (full phone number)."

- ▶ If you can be contacted by mobile phone

"This is (full name, job title) of United Welsh. Thank you for your call. I am now out of the office until (date) but will deal with your message when I come back.

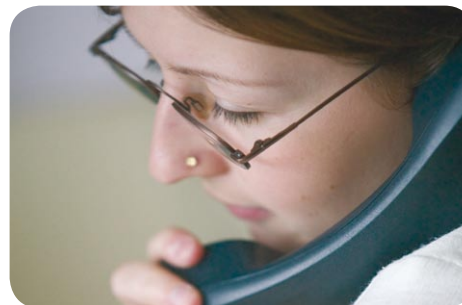
"If you need an earlier response, please contact me on my mobile phone (mobile number)." or give a team member contact number.

You can find tips on using the phone system and voicemail through the links on the telephone numbers site on the intranet

Responding to questions and requests for information

Wherever possible, we will respond immediately to questions or requests made in person, by email or by phone. We will reply to your written questions or requests within 10 working days.

If we cannot do this, we will acknowledge your question or request and tell you when you can expect a reply.



What you can expect from us

Use this corporate email signature

Full name
Job Title
United Welsh
Ty Cenydd
Castle Street
Caerphilly
CF83 1NZ*
Direct line: 029 2085 8XXX
Mobile: 0000000000**
Fax: 029 2085 8110

This signature is also helpful at the bottom of the first internal email on a subject. Some colleagues may not know who you are and this makes your role clearer and provides your details easily if they need to contact you.

* Use your own office address details.

** If you have a United Welsh mobile phone or alternatively give the number of a named colleague to receive calls in your absence.

Use of corporate templates

We have set up some templates based on our corporate identify, so we can maintain a clear corporate image in all our written documents.

You will find a link to the corporate template on the intranet. Templates include blank ones of landscape or portrait documents, a letter, a report, a fax header sheet, a memo, an agenda sheet and minutes. There is also a template for power point slides.

You must use these corporate plates and standards. Please help us by using them because we want to reduce work for you by creating a series of standard documents that you can save and tailor for your own use.

Use these email messages:

- If you are on leave or out of the office

Thank you for your email. I am now on leave until (date) but will deal with your message when I come back.

If you need an earlier response, please ring (full name, job title) on (full phone number) or email (email address).

Regards (corporate email signature)

- If you can be contacted by mobile phone

Thank you for your email. I am now out of the office until (date) but will deal with your message when I come back.

If you need an earlier response, please contact me on my mobile phone (mobile number).

Regards (corporate email signature)

Find out how to set your email signatures and messages on the intranet.

Appointments

If you ask for a repair inspection or any other service we will offer you an appointment. Appointment dates will be within the following timescales.

- › Routine repair inspections -
Within 10 working days
- › Housing services –
Within 10 working days

The appointment can be at your home, or at our offices. If we cannot keep an appointment due to circumstances beyond our control, we will tell you beforehand and make a new appointment. We will see you within 15 minutes if you call into our offices without an appointment.

Information

We provide:

- › A handbook;
- › Newsletters;
- › An annual report with information about our performance and service standards;
- › Letters and information leaflets about services and
- › Satisfaction surveys and other invitations asking you to give us feedback about our services

Involvement and feedback

- › We offer a range of ways for customers to get involved
- › We invite feedback through satisfaction surveys, our feedback form, resident's groups and focus groups.
- › We will always report back to customers about how their feedback has helped us to improve our service.
- › We will consult you on any significant changes to the services you receive from us.

What you can expect from us

How to provide information in other languages and formats

Interpreting Services

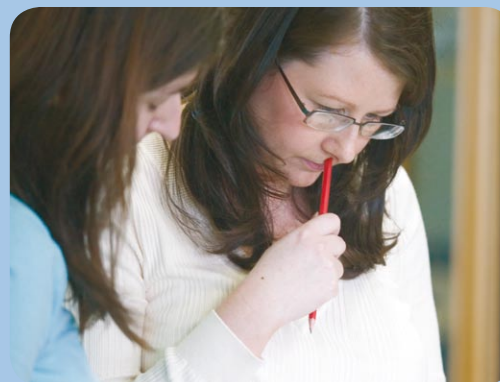
We use the Language Line Service – details of this service are held on the intranet site in the handbook section and at both main receptions.

If you need more advice on arranging an interpreter contact an Area Housing Manager.

Other Formats

United Welsh produce corporate documents on large print. This includes the Annual Report. If you need these documents translated please contact the corporate services team.

You can also get assistance on producing information on other languages and formats from Language Line.



Complaints

We will acknowledge a complaint within three working days and send a full response within 10 working days.



Rent

- ▶ We will send you four statements a year
- ▶ We will send you information about how your rent compares with rent similar landlords charge
- ▶ We will write to tell you about our yearly rent increase at least one month before we make a change.
- ▶ We will offer lots of ways to pay and help you find the most convenient way.

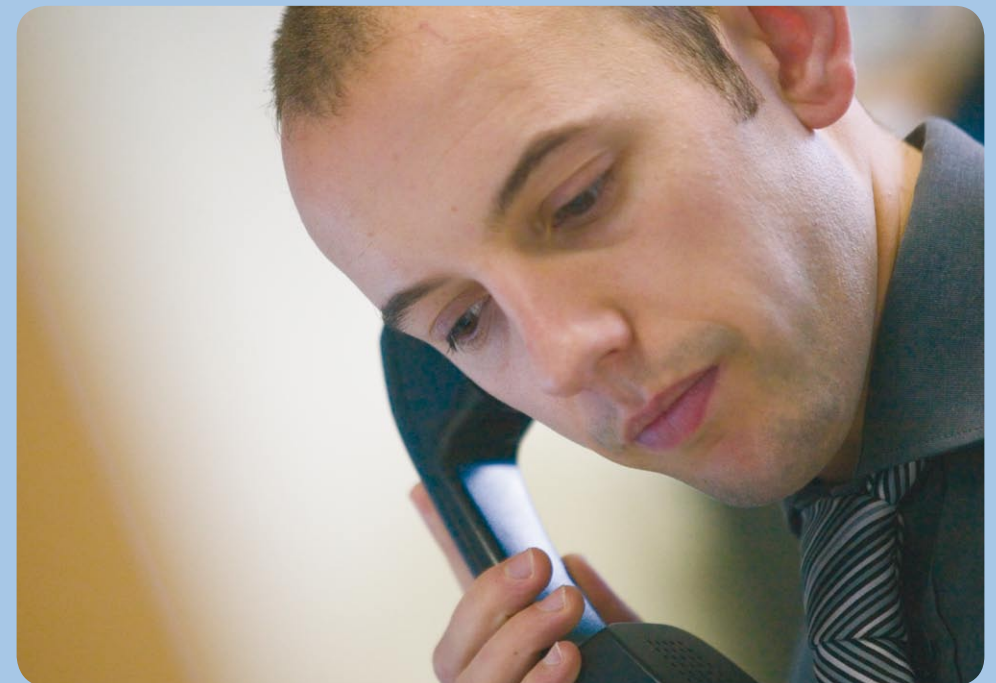


What you can expect from us

How to handle complaints

You will find a link to our complaints procedure on the policy & procedure guide on the intranet. If someone phones you or comes to you with a complaint, remember these steps.

- ▶ Make a note of their name, address and a contact phone number, the date and brief details of the complaint.
- ▶ Add to the complaints log the same day you receive it and email to the relevant staff and be acknowledged in writing.
- ▶ Complaints can be made in various ways; they do not have to be made in writing. All of us should be prepared to take responsibility for a complaint and make sure that it is logged onto the complaints system. All reception areas and offices should also have copies of our complaints procedure. This is set out in our complaints leaflet, which you can give or send to residents if they ask for one. Attached to this is a form they can fill in and return to us.



Lettings

- ▶ We will provide customers looking for housing with written information about how to apply, or direct them to their local authority.
- ▶ We will offer support and keep customers up to date throughout the application process.
- ▶ When we let properties, we will provide written information including a description and property details, rent and other charges.
- ▶ We will offer customers the opportunity to view the property.
- ▶ We will explain customers' rights and responsibilities before they sign the tenancy agreement
- ▶ We will provide other information including details of the neighbourhood, how to complain, advice on our service delivery, advice about adaptations and support agencies, housing benefit and ways to pay your rent.
- ▶ We will contact customers within six weeks of signing the tenancy agreement to:
 - Check outstanding repairs
 - Check rent payments
 - Identify any special requirements or support needs
 - Ensure you are satisfied with your new home



Moving in

We will make sure that when you move into your new home:

- ▶ It is clean;
- ▶ The windows are easy to open and close;
- ▶ The doors fit properly, and locks on outside doors are easy to use;
- ▶ There are no major cracks or loose plaster on the walls and ceilings;
- ▶ The bathroom is clean and free of stains;
- ▶ The garden is left clear of rubbish and the grass has been cut;
- ▶ We have told you where the water supply and gas stopcocks are;
- ▶ We have told you where the main electrical switch and fuse board is;
- ▶ The smoke alarms are in good working order;
- ▶ The heating system works and we have told you how it works;
- ▶ Any hand and grab rails are secure; and
- ▶ There are no broken panes of glass.



Antisocial behaviour

- ▶ We will offer you a variety of ways to report anti social behaviour.
- ▶ We will decide what type of antisocial behaviour it is and say what steps we will take to tackle it.
- ▶ We will respond to all reports of anti social behaviour within five working days.
- ▶ We will work with a range of other agencies and agree an action plan that sets out how we will deal with reported incidents of anti social behaviour.
- ▶ We will monitor all cases of anti-social behaviour and work closely with our partners to prevent future incidents and continuously improve our service.

Racist incidents

- ▶ If you report a racist incident and you have experienced violence or been threatened with violence, we will arrange an appointment to meet with you within 24 hours.
- ▶ For all other cases, we will arrange to meet with you within two working days.



Managing Estates

- ▶ We will inspect all large estates every month.
- ▶ We will invite you to come to estate inspections and we will provide feedback.
- ▶ We will regularly cut all grass areas we own.
- ▶ We will regularly clean the shared areas to blocks of flats and sheltered schemes to make sure that all surfaces are in good condition and free of dirt, dust and grime.
- ▶ Once being notified of it we will remove any rubbish that has been dumped in shared areas within 10 working days. However, if there is a significant risk to the health and safety of residents, we will remove the rubbish within three working days.
- ▶ If you report an abandoned vehicle on your estate, we will work with other agencies and organise for it to be removed within four weeks.

Right to Acquire

We will process all Right to Acquire applications in line with the legal timescales set out in the relevant Housing Acts.

Support plans

- ▶ We will offer all new supported housing customers a support plan.
- ▶ We will draw up the plan with your agreement within four weeks of moving in, and will review at least every six months.

Repairs

We will attend an emergency within 3 hours & complete emergency repairs within 24 hours, urgent repairs within three working days and routine repairs within 28 working days.





United Welsh Housing Association Ltd
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United Welsh Housing Association is a charitable organisation

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E-bost: uwha@uwha.co.uk www.uwha.co.uk