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SERVICE CHARTER



PENTLAND
HOUSING ASSOCIATION

At Pentland Housing Association our aim is to provide:

- ◆ Professional services that are easy for you to use.
- ◆ Information and support when you need it.
- ◆ High quality affordable services.
- ◆ A partnership approach with other organisations.
- ◆ Courtesy and respect when dealing with your enquiries.
- ◆ A fair service that provides equal access and treats all members of our community appropriately.
- ◆ A confidential service and interview rooms when required.
- ◆ Choices on how and when to contact us.
- ◆ A consultation process that listens to and takes into account your views.
- ◆ An easy to understand complaints service when things go wrong.
- ◆ Well trained and motivated staff.

ARDS

From these core values there are a range of service standards that we hope to achieve.

These are as follows:

Our offices:

We will:

- Open our offices between the core hours of 9am to 5 pm 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.
- We will make sure our offices contain up to date information about our services and other services available in the local community.
- We will provide offices that are accessible for people with Disabilities.

If you come to 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.

If you telephone us:

We will:

- Respond to telephone message within 2 working days.
- Provide the name of the person answering the call.
- Tell you who will be dealing with your enquiry.

If you send us letters or e-mails:

We will:

- Respond to or acknowledge your letter or e-mail within 5 working days.
- If we cannot respond fully within 5 working days, we will either send you a holding reply or telephone you and explain why.
- We will write to you in plain English.

If you make an appointment to see us:

We will:

- See you within 5 working days of making a request.
- Make the appointment at a time to suit you, and if appropriate, out of office hours.
- Notify you as soon as possible if we cannot keep the appointment.
- Try to arrange for a signer, interpreter or translator if you need this, provided you let us know when you make your appointment.

If we visit you at home:

We will:

- Be on time, if we are delayed, we will call you to let you know when we will arrive.
- Leave a card if you are out.
- Respect your home and all reasonable customs.
- Show you suitable identification.

If you order a repair:

We will:

- Send a written confirmation of your repair order containing the contractors name and the maximum time in which the repair should be completed.
- Send you a Customer Satisfaction Questionnaire.
- Carry out the repair according to the following time scale:
 - ◆ Emergency repairs = 24 hours
 - ◆ Urgent repairs = within 2 working days
 - ◆ Routine repairs = within 10 working days
 - ◆ Garage Repairs = within 21 working days

Further information about the types of repair covered by the above times can be found in the Tenants Handbook.

If we send a contractor to carry out the repair:

We will:

- Ring you if the appointment cannot be kept and arrange a suitable alternative time.
- Leave a calling card if you are not home.
- Wear suitable identification when visiting your home.
- Clean up any mess resulting from the repair that we carried out.

Your rent:

We will:

- Provide you with an annual rent statement.
- Provide you with a rent statement within 3 working days of your request.

If you want to move house:

We will:

- Be realistic about your chances of moving.
- Give you details of mutual exchanges and other schemes to help you swap homes.
- Tell you the points you have been awarded if your application is accepted.
- Respond to any changes in circumstances within 10 working days.
- Visit you before making an offer to ensure you have kept your home in good repair.
- Advise you of any repairs that you are responsible for and must carry out before we agree to transfer you.
- Process your application for a mutual exchange within 28 days.
- Forward any medical assessments to medical advisors within 5 working days.

If you have rent arrears:

We will:

- Take prompt action to deal with you for the benefit of all our residents.
- Give you an opportunity to make an agreement to clear your arrears before serving you with a Notice of Repossession.

When we let properties:

We will:

- Aim to let our empty homes within 4 weeks.
- Prepare properties to a ðlettable Standardö including safety checks to all services when they become vacant.
- Ensure the property is clean and tidy when you move in.
- Provide you with a decoration allowance, in accordance with our Decorations Policy.
- Explain the conditions of tenancy to you before you sign your tenancy agreement. We will also give you a copy of our tenant's handbook.
- Visit you in your new home within 6 weeks of you moving in.
- Offer vulnerable tenants resettlement and support services by working with our partners.

When we deal with 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 with the Police and Highland Council to seek solutions to the problem.

Confidentiality:

We will:

- Treat all information you provide in confidence in accordance with the Data Protection Act (1998).
- Give you access to view your tenancy file within 15 working days of a written request.

If you need aids and adaptations:

We will:

- Visit you within 15 working days of a request to carry out adaptations to a home because of disability, or refer your case to the Council's Occupational Therapist.
- Try to secure funds to effect as many adaptations as possible.

If you wish to carry out improvements:

We will:

- Respond to your application to carry out your own improvements to your home within 15 working days.

New developments:

We will:

- Ensure all properties are suitable for habitation before you move in.
- Explain how to operate the services in your home, eg heating systems.

Staff behaviour:

We will:

- Be friendly, polite and helpful at all times.
- Respond promptly and sensitively to your reasonable requests.
- Show you identification and wear identification badges.
- Provide our names.

We will:

- Acknowledge all complaints within 2 working days of receipt.
- Investigate and respond to all complaints in full within 10 working days, or provide a holding reply.
- Fully support the Ombudsman service in their enquiries.
- Apologise to you in writing if something has not been done correctly and compensating you where service provision has failed in line with our procedures.
- Regularly monitor complaints, learn from our mistakes and use complaints to improve our service delivery.

Consultation:

We will:

- Consult with you on significant proposals to change the way we provide service to you.
- Consult you fully where major works are proposed to your home or the area you live.
- Consult you on any increases to your rent.

Customer First:

We will:

- Put customers at the heart of service delivery and find out what you think about the quality of the services we provide.
- Identify where we are weak on resident involvement and improve things.
- Provide a website.
- Produce tenants' newsletters every three months.
- Organise focus groups to review key service areas.
- Encourage residents to become involved in strategic matters as board members.
- Work with our partners to improve local services, tackle financial exclusion and regenerate communities.

Equality and 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) where English is not your first language.
- Work to promote equality, and eliminate institutional racism.



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OUR SERVICE STANDARDS

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. There will be times when we cannot meet the standards because of, for example, staff sickness.

Furthermore, it is only reasonable to expect that customers play their part in helping us achieve these standards. If customers are abusive or use offensive or racist language, we cannot deliver these standards.

Your responsibility to help us to achieve these standards includes:

- o Paying your rent regularly and on time
- o Living in your property as your main home
- o Taking reasonable care of the property
- o Promptly reporting any items of repair.
- o Behaving in a responsible manner towards neighbours, visitors and others
- o Honesty when completing our forms

Contact Us

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