

Customer Service Commitments policy

Customer contact

- **Our staff** will always be courteous and professional and aim to deal with your enquiry to your complete satisfaction
- **Office opening times** are from 8.30am – 4.30pm: Monday to Friday. You can contact us by telephone, letter, email, via our website or in person at our office (full contact details are set out below)
- **Out-of-hours** emergency repairs service is available after 4.30pm and at weekends
- **Letters and emails** will be acknowledged in 2 days. We aim to provide a full reply within one week
- **Telephone calls** will be answered within 30 seconds and missed calls returned within 24 hours
- **Visiting our office:** We will see you within 5 minutes of arrival and you will be offered a private meeting room, if appropriate
- **Visiting your home:** We will arrive on time, show ID and let you know if we are likely to be late
- **Settling-in visit:** We will visit all new tenants within 6 weeks of someone moving in to their new home to check that everything is OK and help with any issues that may be raised
- **Diverse needs of customers:** We will provide full and fair access to services for all customers and will provide information in formats which meet your known communication requirements
- **Customer complaints:** We will fully investigate any concerns raised about services in line with our complaints policy

Resident consultation: We will

- **Seek your views:** We will consult with you via surveys, meetings, letters and estate walkabouts before making changes to the services you receive. We will fully consider your feedback before making a final decision
- **Keep you informed:** We will always let you know the outcome of any consultation, our reasons for reaching a decision and of any implications this may have for your service charge
- **Share information:** We will regularly publish news about our services in our newsletter for residents. We will also provide information on our website, www.greenoakha.org
- **Resident associations and Forums:** We will actively support and work with resident groups and associations, consulting with them about all matters affecting their scheme or neighbourhood

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- **Leasehold obligations:** In addition to the above, we will also comply with our legal duty to formally consult with leasehold residents about communal maintenance work being proposed
- **Residents' survey:** Every 3 years we will ask all residents to complete a customer survey about the overall quality of our services and the accommodation we provide, and will publish the results so that a comparison can be made with the performance of other housing associations
- **Recruitment of staff:** We will invite a resident to join our recruitment panel when appointing a new support staff and members of our senior management team
- **Representation on our Board:** We aim to have at least one resident on our Board of Management and will provide support and training for residents to achieve this
- **Annual report to residents:** Every autumn we will send you a report telling you how well the association has been performing, what our financial strength is and our plans for the future

Rent and service charges

- **Setting service charges:** We will consult with you about service standards and any changes affecting the services and service charge you will have to pay
- **Account statements:** We will send you a statement at least every 3 months and monthly for tenants in arrears. The statement will be in plain English and show everything that you have paid and any amount that is owed to us
- **Making payments:** We will provide a number of ways for you to pay, including direct debit, payment cards and online via our website, Allpay, cheque and cash
- **Arrears:** We will send you timely reminders about any rent or service charge owing and will only take formal recovery action if a suitable repayment programme is not agreed and/or complied with
- **Housing benefit:** We will provide advice about your entitlement and help with application forms

Office opening hours: Monday to Friday 8.30am to 4.30pm. An answer phone service operates outside of office hours and over the lunch period between 1 and 2 pm.

Head office: 155 Goldsworth Road, Woking, Surrey GU21 6LS

Tel: 01483 747900 Fax: 01483 757654

Housing Services Office: Apollo Place, Church Road, St Johns, Woking, Surrey GU21 7RT

Tel: 01483 768856 Fax: 01483 723420

Staff:

Housing Manager: james.devonshire@greenoakha.org 01483 545084

Housing & Sheltered Support Manager: stephanie.harris@greenoakha.org 01483 747900

Repairs reporting: bev.baker@greenoakha.org or maintenance@greenoakha.org 01483 768856

Rents and service charges: housing@greenoakha.org