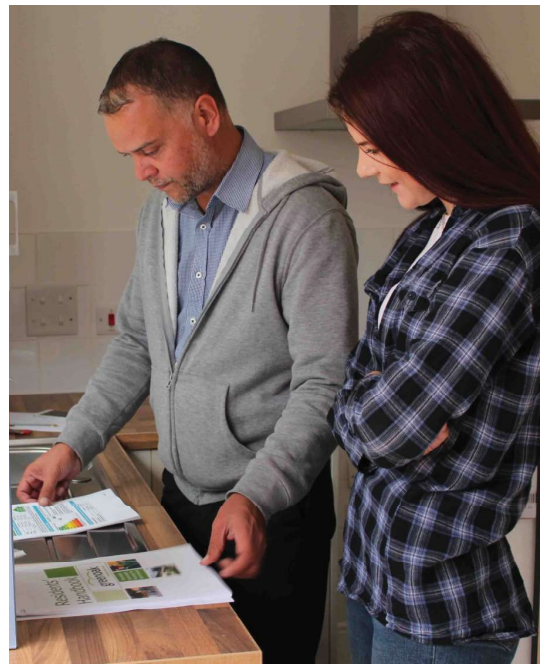


# Customer Service Commitments policy

## 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 engagement: 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](http://www.greenoakha.org)

## Customer Service Commitments Policy

- **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
- **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
- **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 year, and every month 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 over the phone 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 & Universal Credit:** 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.

Emergency out of hours service: 0300 123 3399

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

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

Tel: 01483 768856

Staff contact information:

Head of Housing Services Manager: david.hall@greenoakha.org 01483 545087/ 07515 534267

Housing Administrator: wendy.goddard@greenoakha.org 01483545085 / 07867 971745

Repairs reporting: maintenance@greenoakha.org 01483 768856 option1

Rents and service charges: housing@greenoakha.org 01483 768856 option2

# Customer Service Commitments: Special Offers - Older Residents

Greenoak has a special level of service that we provide to our sheltered and retirement residents. These take account the different needs of older people and particularly those in need of care and support. They set out how we contact and involve you, how we plan and carry out improvements, and about arranging repairs to your property, as well as discussing with you the support you need from our Services Team.

Our recent Residents' Survey provided a lot of detailed information about households. We have discussed our service standards with groups of residents. As a result, we have identified five groups which have different needs, four of which directly relate to residents in our sheltered and retirement schemes.

## Older residents & Sheltered housing

- **Visiting service** to meet individual needs in sheltered housing, including face to face visits
- **Each resident** will know at least two staff members
- **An emergency alarm service** to every resident, through a pull cord or pendant, available hours a day, 365 days a year
- **Assistance** with reading and form writing
- **Activities** to help maintain a healthy and active lifestyle such as pet therapy, meditation, Tai Chi, talks on nutrition, mobility and health, etc
- **Welfare benefits advice** through Age Concern and other agencies
- **Bereavement counselling**
- **Access** to communal computers and assistance with e-mails and internet
- **An Assisted Decorations Scheme** is offered to residents over 65 or of limited physical capacity who are unable to decorate their home without assistance. Our internal labour team provides this service so its always a familiar face.



### Frail older residents – non-sheltered housing

- **Assessment** for monthly visits in Woking non sheltered housing

### All older residents

- **Repairs and works** – extra care service by our direct labour staff
- **Communications** in accessible formats ie. larger text, or assistive software

### Disabled residents including hearing and sight impairment

- **More face to face contact**
- **Accessible communications** using assistive technology to make website or digital content more accessible and available for everyone.
- **Talking books** – assistance with ordering and choice

### Residents on schemes with communal areas

- **Gardening service** - Our grounds maintenance contractor will undertake weekly visits to our sheltered schemes during February to November and at agreed intervals elsewhere.
- **Cleaning service** - Our contractor will undertake cleaning every week of all communal areas and residents are involved in inspections
- **Entrances, communal lounges and kitchens** will be kept clean, tidy and secure

### Non-English speakers

- **Greater personal contact** through visits inviting friends and family particularly where there are language difficulties
- **Online support** software is available on our website to allow online content to be read aloud in multiple languages using the most natural and engaging voice to transform the user's reading experience.

### What will happen in future?

In a year's time we will ask you your opinion to see to what extent we have succeeded with these standards, and publish the overall results, including performance comparisons with other housing organisations. We will tell you how we intend to improve on things we didn't get right, and include these in our offer to you for the next year.

**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

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

**Tel:** 01483 768856

**Staff contact information:**

**Housing Services Manager:** jarek.stepien@greenoakha.org 01483 545087/ 07515 534267

**Housing Services Officer:** shaun.parmar@greenoakha.org 01483 545084/ 07867 976473

**Housing Support & Admin:** wendy.goddard@greenoakha.org 01483 545 085/ 07867 971745

**Repairs reporting:** maintenance@greenoakha.org 01483 768856 option1

**Rents and service charges:** housing@greenoakha.org 07867 976473/ 01483 768856 option2