

Help with this leaflet

If you would like any of our leaflets in large print, Braille or Audio CD, please contact us on 01935 404623.

Yarlington Housing Group is a member of Language Line.

Language Line Services is a global interpreting and translation company, it enables organisations to communicate effectively with people of all nationalities.



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CSS/0609/SSD

Tenant information



Customer Service Standards

What can you expect from Yarlington Housing Group?



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We think that it's important to give our customers the kind of service we would want for ourselves. This straightforward way of looking at things influences our whole approach to the communities we serve.

At the heart of this are three basic beliefs;

- Our customers have a right to expect a good service which is tailored to meet their needs.
- They have the right to be treated with equal respect no matter what their circumstances.
- Finally, our customers are entitled to be listened to and we owe it to them to respond helpfully, politely and promptly.

Our Service Commitments

- We will make every effort to help you if we can.
- We will always try to be fair.
- We will provide friendly and professional services.
- We will ensure you know your rights and obligations as a tenant.

Making this happen

If you phone us we will:

- Answer your call promptly and let you know who you are speaking to.
- Answer any phone message by the next working day.
- Deal with your call immediately if we can or arrange to get back to you within an agreed time.
- Avoid you being passed from one person to another where we can.
- Use answerphones and voicemail as little as possible.
- Arrange to use Language Line if you have difficulty speaking English.

If you fax or email us we will:

- Acknowledge receipt within one working day.
- Respond in full within 7 working days.

If you write to us we will:

- Write back in plain language.
- Provide translation services for those of our customers who need them on request.
- Use large type or audio CD's where required.

If you visit us we will:

- Always try to have someone available who can answer your query when you call in.
- Provide a comfortable, accessible and friendly reception area with private interview facilities.
- Keep the reception staffed from 8.45am to 4.45pm (Headquarters) and 8.30am to 4.45pm (Armoury Rd)
- Ensure that reception is accessible to everyone, particularly people with disabilities.

If we arrange to visit you we will:

- Come prepared and arrive on time or contact you if we are delayed.
- Carry photographic ID.
- Treat your home with respect.
- Leave a calling card if you are not in, giving the name and phone number of the person to contact.

We will always:

- Treat you with respect and be polite, patient and honest.

- Not discriminate against anyone because of their sex, race, age, cultural beliefs, religion, sexual orientation or disability.
- Be responsive to the special needs of any of our customers.
- Contact you by your preferred method (visit, letter, phone, e-mail etc) provided you let us know what this is.
- Encouraging your involvement/ feedback on our services.
- Advising you of any changes to our services in a timely way.
- Providing information in a range of formats.
- Producing a regular newsletter.
- Regular reviews of our services that include customers where we can.
- Involving customers in setting and reviewing our service standards.

Help us to help you by:

- Having any reference numbers to hand when contacting us.
- Telling us about any housing problems you have and what you want us to do about them.
- Allowing reasonable access for repairs including gas servicing inspections.
- Keeping appointments with us or our contractors or giving us as much notice as possible if you need to change them.
- Keeping to the terms of your tenancy agreement.
- Being polite when you deal with us, even if you feel we have done something wrong.
- Advising us of any changes in your circumstances or household, so we can update our records.
- Advising us of any changes to your phone number or e-mail address so we can communicate with you.

How we will achieve this:

- All our staff and contractors will abide by our service standards.
- By investing in staff training.

Putting things right

We aim to operate all our services within these standards, but if things do go wrong we want to know so we can put them right.

We will:

- Apologise if we make a mistake or fail to meet our standards.
- Advise customers of the complaints procedure if our service fails to live up to the standards. This includes rights of appeal and access to compensation in specific circumstances.
- Acknowledge your written complaint within 5 working days
- Reply in full to your complaint within 10 working days
- Record, monitor and learn from complaints so we can improve our services.



For more information please contact:
John Briggs, Assistant Director of Housing Website: www.yhg.co.uk