

Pickering and Ferens Homes

Service Standards

Pickering and Ferens Homes is committed to ensuring that the highest possible standards of service to both residents, applicants and other customers are achieved. The main customer service standards that we meet are :-

Contact with Pickering and Ferens Homes

Telephone calls - will be answered promptly and politely by a member of staff who will tell you their name. If you leave a message we will return your call as soon as possible.

Letters - we will acknowledge letters within 2 working days of receipt. A more formal response should be forwarded within 14 days.

Complaints - when you make a complaint you can do so either by telephone, in person or in writing via a letter, fax or e-mail. If you require help we will be happy to offer assistance.

We will acknowledge receipt of a complaint within 2 working days and a full response will normally be sent to you in writing within 14 days. It is acknowledged however that sometimes when we are looking into a complaint or more complex matter we may need a longer period of investigation. If this is the case staff will agree with you a response target date and put this in writing.

Appointments - If you have an appointment to see us we will try our best to see you on time and we should not keep you waiting longer than 10 minutes without an explanation. If an appointment cannot be kept then we will give you 24 hours notice of cancellation.

Staff calling to see you at your own home will arrange to visit you first, tell you who they are and show you their identity cards. If the appointment cannot be kept you will be given 24 hours notice of cancellation.

Repairs - we will carry out repair works within the following timescales

Emergency Repairs - attendance within 24 hours
Urgent Repairs – completed within 48 hours
Routine Repairs - completed within 28 days

If a repair cannot be completed within the above timescales due to parts not being available, we will keep you informed at all times.

Compensation - will be paid where we have not met previously agreed and publicised service standards such as

When your repair has not been completed within stated target times without good reason.

When a member of staff or contractor working on behalf of Pickering and Ferens Homes, fails to keep an appointment with you without good reason

When we have not responded to your complaint within the timescales agreed within our complaints policy and procedure.

Code of Conduct

Staff- will be polite, helpful and friendly when speaking to you. We will listen to you and offer appropriate advice and guidance. If a member of staff cannot deal with your query you will be passed to a named member of staff who can help you.

If we cannot help you or do what you are asking we will tell you why. We will always apologise when we have got things wrong and try to put things right as quickly as possible

We will always treat you in a respectful and non patronising way. When visiting your home we will be respectful of your home, privacy, confidentiality, customs and culture.

Residents and Customers -

The association also recognises that staff and contractors have the right to work in an environment that is free from discrimination and intimidation created by harassment and undertakes to promote such an environment. It is therefore expected that residents, their families or visitors and general customers, treat staff and contractors with respect at all times. The association will not tolerate swearing, abusive language or threatening behaviour.

Offices- We will ensure that our offices are accessible, comfortable, clean, tidy and safe. Visitors are encouraged to complete a 'Customer Care Satisfaction' questionnaire before they leave.

Fairness – Equality and Diversity

Staff - we will treat all our residents and customers equally, fairly and with respect. We will never knowingly create unfair advantage for anyone either directly or indirectly. We will therefore provide the same high standard of service whoever you are and wherever you live.

Special Requirements – we will always try to help you if you have any special requirements for example we can provide an interpretation service (using language line) for residents, applicants and other customers whose first language is not English. We can also provide information on audio tape, Braille and minority language.

If you wish we can arrange for you to speak to someone privately or to speak to someone who is the same gender as you. We will always aim when communicating with you to take into account any physical disability or sensory impairment you may have.

Participation- we will keep you informed and when reviewing key services ask for your views. We will listen to your views and take them into account when making any changes or decisions.

To make sure that we maintain a high quality service and meet the needs of residents, applicants and other customers we will review our standards regularly.

3. **Recommendations:-**

- a) that the report be noted,

**Mrs P Kelly
Head of Housing
May 2009**