

Customer Charter

The standards of service we aim to achieve



Correspondence

We offer a variety of ways for you to get in touch including letter, telephone, text and email.

We aim to respond to letters and emails within 10 working days from the day after they are received.

Visitors to the office

Customers are welcome to attend Hightown's office.

Reception is staffed from 9am to 5pm Monday to Friday, excluding bank holidays, and you will be greeted upon arrival.

Residents can use the computers available in our reception area, for example to access information on the services we provide and paper copies can be provided by reception staff upon request.

Private meeting rooms can also be made available to talk to staff in confidence.

Telephone calls

- We will answer the telephone within 15 seconds.
- If you wish to leave a message but do not wish to use the electronic voicemail system, you will be able to leave a message with another member of staff.
- If we can't provide an answer immediately, we will tell you a time-scale for responding.
- We will give you our name when we answer your call and let you know who will be dealing with your issue.
- We will ring you back if you leave us a message asking us to do so, usually no later than two working days after the message is received.

Our staff and contractors will:

- Be courteous and helpful.
- Be well trained and professional.
- Put you in touch with someone who can answer your query if they are unable to.
- Always display their identification.
- Make appointments where possible and contact you if they are unable to keep them.

Social media

We will respond directly to contact via social media where we can identify who sent the message and have their contact details.



Resident Involvement

We:

- Agree a resident involvement strategy in consultation with residents and carry out assessments of the impact of resident involvement, making changes in response to this.
- Provide a range of ways for you to become involved and influence our services, which will meet the diverse needs of all our residents. We will publish a 'Menu' of these options.
- Encourage and support residents who wish to become involved at all levels in the management of their homes, including the governance structure.
- Publish an Annual Report to Residents.
- Give the Residents Voice and Scrutiny Panel regular information about our performance in key areas for scrutiny.



Property and Estate Management

We will:

- Work with residents to arrange aids and adaptations where they are needed.
- Give clear information to residents about how to report repairs.
- Periodically inspect our homes to assess their condition.
- Keep our repairs handbook up to date, which details how we will carry out repairs.
- Inspect our estates at regular intervals and more frequently where problems are known to be occurring.
- Publicise our estate inspections so that residents can attend.
- Periodically review our Home Standard with involved residents at the Residents Voice and Scrutiny Panel.

Anti-Social Behaviour (ASB)

We will:

- Provide different ways for residents to report ASB.
- Take reports of ASB seriously and will not tolerate any form of harassment.
- Provide an information pack to residents who report of ASB, to give residents information about how their reports will be handled.
- Provide clear guidance to residents about what action can be taken, and whether a report is not considered to be ASB.

Complaints

We will:

- Try to resolve complaints as soon as they are reported to us.
- Encourage residents to report any complaints by phone, in person, by email or in writing.
- Provide information about the complaints process to residents who wish to make a complaint.
- Review complaints with a group of residents and staff.

Information

We will:

- Provide relevant leaflets and information when residents move into their homes.
- Provide up to date information on our website and give residents ways to communicate with us online.
- Welcome input from residents for our newsletters.
- Keep and use your personal data in accordance with Data Protection Legislation.

Access

- We will provide services for people who have a specific communication need e.g. hearing loop, telephone interpretation services or translation of documents.
- We will visit any resident who is unable to come to us due to disability issues.
- Our reception and facilities will be accessible to people with a physical disability.

Collecting rent & service charges

We will:

- Advise residents of the various ways to pay and how to use them.
- Provide clear information about the requirement to pay rent in advance.
- Keep information about rent and service charge recovery up to date.
- Actively communicate with residents about rent arrears, and signpost people to advice and support where needed.
- Work with residents in arrears to encourage them to make a repayment plan.
- Offer an opportunity for residents to comment on or discuss their service charges annually.
- Take court action to recover rent and service charge arrears, and if necessary evict residents for rent arrears.
- Offer support and assistance to access outside help to any resident at risk of losing their home.



Contact us

- **call:** 01442 292300
- **email:** housingservices@hightownha.org.uk
- **send a message** via Hightown's website www.hightownha.org.uk
- **send a letter** to: Hightown House, Maylands Avenue, Hemel Hempstead, HP2 4XH



If you would like to receive this information in another language, on audio tape/CD, in large print or Braille, please call 01442 292300.

Kung gusto mong makatanggap ng impormasyong ito sa ibang salita, tape, CD, malaking sulat o' Braille, tumawag lang sa 01442 292300

Se desiderate ricevere queste informazioni in un'altra lingua, su audiocassetta/CD, a caratteri ingranditi o in Braille, vi preghiamo di contattare il numero telefonico 01442 292300.

Jeśli chciałbyś/chciałabyś otrzymać te informacje w innym języku, na taśmie audio lub CD, dużą czcionką lub Braillem, proszę zadzwonić pod nr: 01442 292300.

如欲以其他語言獲得此資料，或此資料的錄音帶 / 光碟，大字版或凸字版，請聯絡01442 292300。

Se for do seu interesse obter estas informações em outro idioma, em gravação em fita ou CD, em letras garrafais (letras grandes) ou Braille, favor entrar em contato através do número 01442 292300.

Jos haluaisitte saada tämän tiedon muulla kielellä, kasetilla tai CD:llä, isona tekstinä tai pistekirjoituksena, olkaa hyvä ja ottakaa yhteyttä numeroon 01442 292300.

اگر آپ کو یہ معلومات کسی دوسری زبان، آڈیو ٹیپ / سی ڈی، بڑی چھپائی یا بریل میں درکار ہے، برائے مہربانی رابطہ کریں
01442 292300

এই তথ্যগুলি যদি আপনি অন্য কোনও ভাষায়, বা অডিও টেইপ বা সিডিতে, অথবা বড় হরফে বা ব্রেইলে পড়তে চান, তাহলে অনুগ্রহ করে 01442 292300 নাম্বারে যোগাযোগ করুন।