

Customer Charter

...our commitment
to you



creating communities to be proud of

If you would like to receive this information in another language or in another format such as large print, Braille or audio, please contact communications on 0845 849 2000 or email communications@shorelinehp.com.

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Shoreline Housing Partnership public offices are wheelchair accessible and have induction loop systems.

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This Charter contains information about the standards of service that you can expect from us, how we will treat you and how you can help us. Our values, vision and mission give a clear message about how important our customers are to us. We are committed to continuous improvement of our services and welcome the views and comments of customers.

Access to our services

We want to make it easy for you to contact us when you need to. There are a number of different ways to do this.

| | |
|-------------------------|---|
| In person: | <p>Customer Service Centre 11-13 Osborne Street Grimsby DN31 1EY</p> <p>Opening hours: Monday, Tuesday, Thursday and Friday 9 am - 5.30 pm Wednesday 10 am - 5.30 pm</p> <p>Make the Neighbourhood Better Centre 60 Second Avenue Nunsthorpe Grimsby DN33 1NN</p> <p>Opening hours: Monday - Friday 9 am - 4 pm Centre closed Noon - 12.30 pm</p> |
| On the internet: | www.shorelinehp.com |
| By telephone: | 0845 849 2000 Opening hours are 8.30 am to 5.30 pm |
| By fax: | 01472 572260 |
| By letter: | Shoreline Housing Partnership Shoreline House Westgate Park Charlton Street Grimsby |
| By email: | info@shorelinehp.com |

When you call us, visit our offices, write to us or we visit you at home we aim to provide a high standard of service to all of our customers.

Customer care and diversity – we will

- Be polite and offer assistance
- Treat customers with respect
- Keep you informed
- Answer your call within five rings
- Give you our name when we answer the telephone
- Reply to letters within 10 working days
- Respond to emails within 48 hours
- See you within six minutes when you visit one of our offices
- Provide written information in a range of languages and formats including large print, Braille, audio tape and CD

Housing applications and lettings – we will

- Register and assess your housing application and notify you of the outcome within 10 working days
- Check that our properties are in good condition - to our “Lettings Standard”
- Provide you with a Tenants’ Handbook when you move into your home
- Visit you within one month of moving in

Rents and service charges – we will

- Provide information about other organisations and agencies which may be able to help you with benefit or rent payment advice
- Let you know four weeks before your rent is increased
- Discuss manageable rent arrears repayments
- Send out rent and service charge statements every quarter

General repairs – we will

- Respond to emergency repair requests and carry out the repair within 24 hours
- Respond to urgent repair requests within five calendar days
- Respond to routine repair requests within 27 calendar days
- Service gas appliances in your home within every 12 month period
- Keep mess to a minimum and clear up when the work is complete

Heating system repairs – we will

- Respond to emergency repairs within one hour
- Respond to urgent repairs within one day
- Respond to routine repairs within three calendar days
- Respond to all other repairs within seven calendar days

Tenancy management and support – we will

- Visit you twice within the first year of your new tenancy
- Carry out an annual visit to all homes
- Respond to reports of nuisance and anti-social behaviour within five working days
- Respond to reports of hate crime and harassment within two working days
- Carry out individual needs assessment and review support plans for all sheltered and supported housing residents on a yearly basis

Estate management- we will

- Carry out estate inspections every month
- Provide foot patrols for our neighbourhoods twice a day *
- Remove abandoned vehicles within 24 hours of being reported *
- Remove offensive graffiti within 24 hours and other graffiti within 48 hours of being reported *
- Remove needles within one hour of being reported *

* these services are provided through an agreement with North East Lincolnshire Council Warden Services

Resident involvement – we will

- Offer a range of ways for you to get involved and participate
- Provide you with a newsletter every quarter

Feedback – we will

- Acknowledge all complaints, suggestions and compliments within two working days
- Respond to complaints within 10 working days or let you know the reasons for any delay
- Let you know what to do if you are unhappy with our response

How are we doing?

We are committed to providing excellent services and we will regularly check how we are performing against the service standards in this Charter. This will include mystery shopping of our services by tenants.

We will let you know how we are doing through articles in Shoreline News, our tenant and leaseholder newsletter, on our website and on information boards in our offices. If, in the meantime, you do not receive the standard of service from us that we have said you can expect then please let us know.

How you can help us to help you

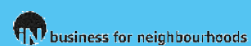
We appreciate your support in helping us offer the best possible service to you. You can help us by:

- Treating our employees with respect and courtesy
- Keeping to the terms of your tenancy agreement
- Making sure that you are available to keep appointments
- Letting us know when things go wrong so that we have the opportunity to put things right

0845 849 2000

www.shorelinehp.com

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