

Our Customer Service Promise to you

Accessing our Services and getting involved



1. When you access our service over the phone:

- We will introduce ourselves by name and deal with your enquiry in a friendly and polite manner.
- If we cannot answer your query straight away, we will refer you to the right person.
- To ensure we deliver the best service possible, we may record calls for training and monitoring purposes.



2. When you write in to us:

- We will send an acknowledgement to your email within 1 working day and to letters within 2 working days.
- All of our written information will be in plain English.



3. When you access our service at our offices:

- We advertise opening hours and holiday closures clearly.
- Staff will wear name badges and our reception area will be clean and inviting.
- We will provide private interview rooms if required.
- We will provide translation services where required.



4. When we visit you at home:

- We will arrange a convenient time, be punctual, give our name and show identification.
- We will always treat you and your home with respect. If you are not at home, we will leave a calling card.
- If we cannot attend the appointment, we will telephone you in advance and make alternative arrangements.



5. When you make a complaint:

- We will provide you with a number of ways to report a complaint and we will accept complaints made by others on your behalf.
- We will acknowledge complaints within 2 working days and provide a full response within 10 working days. If the complaint takes longer to investigate, we will keep you informed.
- If you are not happy with the outcome of your complaint you can make an appeal within 21 days of the decision.



6. When you want to get involved with the work Manningham Housing Association does:

- We will offer a host of opportunities where you can give your views to help us improve our services.
- We will provide customers with easy to understand information as well as training and development to maximise customer involvement.



Renting Homes and paying your rent



7. When we let our homes:

- Homes will meet our Empty Property Standard and will be let as quickly as possible through our website or through local authority referrals.
- We will treat all applications confidentially and private interview rooms are available at the office.
- If needed, we will help you to complete your application with language support when required.
- Successful applicants will be informed in writing.
- On sign up, we will provide a welcome pack and perform a settling in visit within six weeks of you moving in to your new home.



8. To pay your rent:

- We will offer you a variety of ways to pay your rent, monitor your account and keep you informed if there are any issues.
- We will signpost you to specialist debt advice organisations and work with you to agree a repayment plan if you fall into arrears.
- We will provide language support when required.



Looking after your home



9. When you report a repair

- We will provide a variety of ways to report a repair.
- We will offer a service to provide emergency repairs outside of normal working hours.
- Unless it is an emergency repair, we will offer either a morning or afternoon appointment that is convenient to you.
- We will use qualified contractors who will arrange the repair appointment. If additional repairs are discovered at the time, we will carry them out provided contractors seek permission from us.
- At the end of each repair you will be given the opportunity to provide feedback.



10. When we carry out planned improvements

- We will consult with you, provide timescales, and give you the opportunity to provide feedback, whilst making sure we avoid work during holidays and religious/cultural days.
- We will publish our improvement programme in our Feedback magazine.



11. When we carry out your gas safety check:

- We will carry out a gas safety check on the Association's appliances in your home at least once a year at a convenient time on or before the renewal period.
- We will give you an opportunity to provide feedback.

Working in your neighbourhood



12. When managing your scheme:

- We will make sure you know who your Neighbourhood Officer is. They will contact you to deal with housing enquiries and to make sure your scheme is well maintained.
- We will complete regular health and safety checks of shared areas and play equipment, removing graffiti within two working days and abandoned vehicles quickly.
- We will carry out regular scheme inspections and advise customers in advance.



13. When dealing with Anti-Social Behaviour (ASB):

- We will make you aware of your rights and responsibilities and make sure our staff are well trained.
- We will take all reports seriously, dealing with individual cases with an action plan to agree what will happen next.
- We will work with the Police and other agencies to resolve anti-social behaviour, taking legal action if necessary.