

# **service** standards



# Service Standards

## Our Vision

For Three Rivers Housing Group to be acknowledged by its customers as delivering excellent services in a variety of innovative and convenient ways.

## Our Aims

- To deliver a personalised service to all customers.
- To be flexible in our approach to service delivery in order to meet the needs of all our customers 24 hours a day.
- To meet the housing and social welfare needs of our customers.
- To listen to our customers' views and opinions and use these in the development of our methods of service delivery.
- To use methods of service delivery to provide a forward-looking service which maximises the use of beneficial technology and minimises bureaucracy.
- To ensure equal opportunities of access and treatment for all in all aspects of our service delivery irrespective of ethnic origin, age, religion, gender, disability or sexual orientation.
- To effectively monitor and evaluate our customers' satisfaction with the services that they receive.
- To include Customer Service delivery as a key element in the recruitment and development of staff.

## Customer Service Team

Our Customer Services team is your first point of contact for all issues or information relating to your home.

### The Customer Services team deals with:

- Rent queries and rent arrears.
- Benefits advice.
- Anti-Social Behaviour, Community Development and Independent Living.
- Letting homes and transfer requests.
- Maintenance queries and repair reporting.
- Complaints about the service Three Rivers provides.
- Other matters relating to your tenancy.

Contact Customer Services Team  
24 hours a day, 7 days a week and 365 days a year on:

0191 384 1122

**The Customer Service Centre can be contacted 24 hours a day,  
7 days a week 365 days a year on 0191 384 1122**

**Email: [customer.services@threerivershousing.co.uk](mailto:customer.services@threerivershousing.co.uk)**

**Website: [www.threerivershousing.co.uk](http://www.threerivershousing.co.uk)**

**The website allows you to:**

- Report repairs on-line.
- Query your rent account.
- Report incidents of anti-social behaviour.
- Make a complaint.
- Apply for housing (including a transfer) online.
- Make comments and suggestions on the way services are provided.

When you contact our Customer Services team, you will be asked for some personal details which we need in order to deal with your query in a secure and confidential manner. This may include:

- Your name and address.
- Your date of birth.
- Your customer reference number.
- Your tenancy start date.
- Your contact telephone number.
- Your postcode.

### **What are Service Standards?**

Three Rivers aims to give the best possible service using the resources available. This charter outlines the standards of service the association aims to achieve and what we expect from tenants.

**We aim to provide you with:**

- A friendly and efficient service.
- Clear and up to date information.
- A fair and satisfactory response if something goes wrong.

## **What we ask from you**

### **We ask that you:-**

- Treat staff with politeness and respect.
- Pay your rent on time.
- You do not disturb your neighbours.
- Keep your appointments.
- Look after your property.

## **Repair Service**

### **We will:-**

- Carry out emergency repairs within 24 hours.
- Carry out emergency repairs within 12 hours for customers who have a vulnerability.
- Undertake urgent repairs within 7 days.
- Complete routine repairs within 28 days.
- Provide you with a repairs appointment.
- Monitor the quality of work undertaken by contractors.
- Provide you with a feedback questionnaire for you to comment upon the repair work.
- Ensure our contractors carry appropriate identification.
- Provide you with various ways of reporting a repair.
- Provide you with information about future improvement programmes to your home annually.

## **Estate Service**

### **We will:-**

- Inform you of what cleaning and gardening services are provided on your estate and their frequency.
- Consult you on the level and standard of service provided.
- Monitor the quality of work undertaken by contractors.
- Respond to any complaint of poor estate service within 48 hours.

- Organise a formal visit to your scheme at least twice a year by a Management and Maintenance Officer. Prior to this visit, we will write to notify you of the date and time.
- Visit you about a neighbour complaint within five working days.

### **Rent Service**

#### **We will:-**

- Provide you with a balance on your rent account over the telephone if you provide proof of your identity by answering our security questions.
- Resolve any account mistake within 48 hours.
- Send out rent account statements every 3 months.
- Negotiate rent arrears repayments before we take legal action.
- Provide you with a variety of convenient methods to pay your rent and service charge.
- Give you at least one month's notice of a rent/service charge increase.
- Provide you with benefit advice if requested.
- Provide you with an annual breakdown of what your service charge pays for.

### **Customer Service**

#### **We will:-**

- Answer your letters within 14 days.
- Be polite, helpful, respectful and well-presented.
- See anyone visiting an office within 10 minutes.
- Make an appointment for an officer to call to your home within 7 days.
- Respond fully to your complaint within 14 days.
- Answer the telephone promptly and give you the name of the member of staff.
- Give you access to information kept on file about you and your household within 30 days of your request.
- Provide you with a copy of our tenants' guide.
- Provide you with 24-hour telephone services every day of the year to report and discuss your issues.

## **Customer Involvement**

### **We will:-**

- Provide you with opportunities to become involved in shaping and monitoring service delivery.
- Consult with you on changes in service provision that affect you, through meetings, letters and surveys.
- Assist you and your neighbours to become part of a residents' group.
- Send out a quarterly newsletter with information about what Three Rivers is doing.
- Consult with you about repair improvements to your home.
- Carry out regular surveys to find out your views on service provision.

## **Lettings and Allocations**

### **We will:-**

- Accept any housing applications over the telephone.
- Provide you with a written receipt of application within seven days.
- Provide you with an opportunity to look around any property you are offered.
- Provide information on the level of demand for areas you apply for.
- Visit new tenants within one month of moving in.
- Provide you with comprehensive advice on moving into your new home.
- Ensure any property you are allocated meets our standard for repairs and decoration.

## **Equality and Diversity**

### **We will:-**

- Respect your rights to confidentiality.
- Provide a range of communication methods to suit individual needs.
- Provide translation and interpretation services for those whose first language is not English.
- Provide flexible services for those with special requirements.

## **Anti-Social Behaviour (ASB)**

**Three Rivers will endeavour to meet the following service standards when dealing with issues of ASB:**

- Respond to a complaint of ASB within 5 working days (one day for very serious incidents such as violence).
- Provide a named officer to deal with your ASB complaint.
- Agree with you in writing an Anti-Social Behaviour Plan to investigate and help resolve the situation.
- Keep you informed of developments regularly and at intervals agreed in the ASB plan.
- Provide you with access to a professional witness service at any time required outside of routine office hours.
- Not to divulge your identity to perpetrators without your explicit consent.
- Advise you of what actions we can and cannot take.
- Advise you in writing if Three Rivers is closing the case as it is unable to pursue the issue further.
- Provide customers with a complaints system if they are unhappy with the response of Three Rivers in dealing with the ASB issue.

**We can produce this information leaflet in alternative formats and languages.**

**If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.**

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى،  
أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর  
সার্ভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員  
的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ  
ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ  
ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا  
آپ کو ایک انٹریپرٹر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

## Contact Addresses

Head Office - Durham  
Three Rivers House  
Abbeywoods Business Park  
Pity Me, Durham  
DH1 5TG

Open: 9.00am - 5.00pm  
Monday to Friday

Sherburn Road Office  
62/63 Bede Avenue  
Sherburn Road Estate  
Durham  
DH1 2EN

Open: 10.00am - 1.00pm  
Monday to Friday

Hartlepool Area Office  
Central Buildings  
Church Street  
Hartlepool  
TS24 7EB

Open: 10.00am - 1.00pm  
Monday to Friday

## Contact Customer Services Team

24 hours a day, 7 days a week and 365 days a year

# 0191 384 1122

customer.services@threerivershousing.co.uk

Visit our website for more information on [www.threerivershousing.co.uk](http://www.threerivershousing.co.uk)



Awarded for excellence



INVESTOR IN PEOPLE



POSITIVE ABOUT  
DISABLED PEOPLE



business for neighbourhoods