

Customers' Charter

Three Rivers aims to give the best possible housing service using the resources available. This charter outlines what standard of service the Association aims to achieve and what we expect from our customers.

To provide the best possible service, we would need your co-operation. We therefore would ask you to:

- Treat staff with politeness and respect
- Pay your rent on time
- Ensure that you do not disturb your neighbours
- Keep appointments made with our staff or representatives of the organisation
- Look after your property

SERVICE STANDARDS

Repair Service Standards

We will: -

- Carry out emergency repairs within 24 hours
- Undertake urgent repairs within 7 days
- Complete routine repairs within 28 days
- Ask contractors to provide you with a convenient time for them to call
- Monitor the quality of work undertaken by contractors

Estate Service Standards

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 an estate visit four times a year by an officer
- Visit you about a neighbour complaint within 7 days

Rent Service Standards

We will: -

- Provide you with a balance on your rent account over the telephone if you provide a tenancy number
- Resolve any account mistake within 48 hours
- Send out rent account statements every 3 months

- Negotiate rent arrears repayments before we take legal action
- Give you one months notice of a rent increases

Customer Service Standards

We will: -

- Answer your letters within 14 days
- Be polite, helpful, respectful and well presented
- See anyone visiting an officer within 10 minutes
- Provide you with 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 family

Customer Involvement Standards

We will: -

- 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 newsletter every 4 months with information about what Three Rivers is doing
- Provide you with information about how we are performing once a year
- Consult with you about repair improvements to your home
- Carry out regular surveys to find out your views on service provision

Letting Standards

We will: -

- Accept any housing application over the telephone
- Provide you with a written receipt of application within 7 days
- Provide you with an opportunity to look around any property you are offered
- Give some idea of your chance of being offered accommodation
- Visit new tenants within one month of moving in
- Provide you with comprehensive advice on moving into your new home