



Our Customer Charter

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Welcome to the SW9 Community Housing Customer Charter

SW9 Community Housing is committed to keeping the local community at the heart of everything we do.

We are dedicated to providing you with high quality homes and an excellent level of customer service.

To us, housing is more than bricks and mortar. It's about supporting our community to flourish and grow.

We will do this by continuing to work in close partnership with our parent organisation, Network Homes, to complete the regeneration of Stockwell Park and street properties. Because for us, good quality homes support strong communities.

We believe that all our customers have the right to know what level of service they can expect.

This charter outlines our commitment to you and the standard of service that you can expect when living in one of our homes.

Delroy Rankin
Executive Director



When you need to speak to us

We aim to provide the best possible services to our customers in an efficient, effective, polite and professional manner.

We will treat all our residents with dignity and respect. We will not discriminate on the grounds of race, gender, disability, nationality, religious or philosophical belief, age, sexual orientation, family status, or any other factor.

If you visit our offices

We will:

- ensure our receptions are clean, inviting and accessible;
- display our opening hours and have a range of useful information available for you;
- see you within five minutes of your appointment time;
- aim to see you within 15 minutes if you do not have an appointment;
- provide you with a private room if you request one;
- ensure that you leave informed of the outcome of your enquiry, or the next steps and when they will happen.

If we visit you at home

We will:

- offer a password service so you can be sure who is visiting you;
- ensure that our staff always display their ID badges and provide you with their name and service area;
- respect your personal and cultural values.

If you phone us, email or write to us

We will:

- answer 95% of all calls received by our customer service team. Where we can't answer calls we will respond to voicemail messages within 24 hours;
- offer a call back service when you phone us;
- respond to customer service enquiries received by email within five working days;
- respond to letters within five working days;
- provide a clear and accessible complaints procedure should you need to make a complaint.

Moving into your new home

We aim to provide you with useful, accurate and easy-to-understand information that makes moving into your new home a pleasant experience and helps you integrate into your new community.

Allocating homes

We will:

- let our homes in a fair, transparent and efficient way, taking into account the housing needs and aspirations of tenants and potential tenants;
- contribute to local authorities' housing strategies and sustainable communities;
- have clear application, decision-making and appeals processes;
- enable you to access mutual exchange services for the opportunity to swap your tenancy with other tenants.

If you rent from us

We will:

- offer you an accompanied tour and share information about the estate/block;
- make sure your home is safe and secure before you move in;
- explain how to operate the appliances such as central heating systems;
- arrange a visit by one of our neighbourhood officers to see how you're settling in.

If you move into a new development

We will:

- build homes to building regulations and National House Building Council (NHBC) standards;
- provide an aftercare service so you can report any defects;
- organise social events at larger developments to help neighbours meet each other;
- provide you with a guide on how to operate all mechanical and electrical appliances.

Moving into your new home (continued...)

Sheltered (over 55), extra care and vulnerable residents

We aim to promote independence and improve the quality of life for all our older and vulnerable residents.

We will:

- provide information, advice and guidance to our older and vulnerable residents, bringing services to the doorstep where possible;
- be considerate to the needs of individuals and show extra care to our older and more vulnerable residents;
- provide aids and adaptations to enable our older residents to live at home safely;
- promote the use of our sheltered facilities to our local older residents, encouraging new friendships and activities to flourish;
- provide practical help and financial incentives to older people wanting to move from larger properties;
- provide annual wellbeing visits to older and more vulnerable residents.

Paying your rent and service charges

We aim to provide you with convenient, easy and quick ways to pay your rent and service charges, as well as informing you of all the benefits, rights, responsibilities of being a SW9 Community Housing resident.

Rent and service charges

We will:

- provide you with easy to read rent and service charge statements every three months;
- offer you a range of ways to pay your rent and service charges, including direct debit, standing order, credit or debit card, online, over the phone or at designated Paypoint outlets;
- provide you with at least one month's written notice if there are any changes to your rent and service charges;
- make sure an income officer is available to meet with you if you visit the office;
- make sure an income officer is available to speak with you if you telephone us.

Paying your rent and service charges (continued...)

If you fall into arrears

We will:

- offer agreement terms that are affordable and fair, to bring your account back up-to-date;
- signpost you to support agencies and a range of money management services and benefits advice if you are experiencing difficulties in paying your rent;
- tell you in advance if we plan to take legal action to recover any debts on your account.

Taking care of your home and neighbourhood

When something needs repairing

We understand that delivering a good repairs service and keeping a well-maintained property is one of the most important services a landlord can provide.

If you report a repair issue we will:

- carry out the repair in line with the following timescales.
 - Emergency repairs within 24 hours
 - Urgent repairs within seven calendar days unless otherwise stated
 - Routine repairs within 28 days unless otherwise stated
 - Planned repairs within 90 days unless otherwise stated.
- prioritise repairs for older and more vulnerable residents.
- ensure our older residents' housing meets affordable warmth standards.

You can find full details about our repairs service in our **Guide to repairs** leaflet.

Taking care of your home and neighbourhood (continued...)

Health and safety in your home

We will:

- comply with all relevant legislation as a responsible landlord including gas, electrical and fire safety, water hygiene and asbestos;
- carry out an annual gas safety check.

Cleanliness and safety

We will:

- ensure your block and/or estate is safe, secure, clean and well maintained;
- carry out annual neighbourhood inspections and encourage you to get involved;
- publish the outcomes of our neighbourhood inspections and the actions we have taken.

If you experience anti-social behaviour (ASB)

We will:

- offer you a range of ways to report ASB including by telephone, letter, email or in person;
- contact you within 24 hours for all serious cases (such as domestic abuse, harassment, violence and/or the threat of violence), and within five working days for all other cases;
- deal with your case with sensitivity and respect;
- contact alleged perpetrators within 24 hours for serious cases and 10 working days for all other cases;
- agree an action plan setting out what we will do to help.

Involving you

We believe that giving our residents the opportunity to get involved is the best way of continually improving our services and making sure that they are right for the community.

If you want to have your say

We will:

- support and promote a range of resident involvement opportunities to complement the way we run our business;
- aim to make sure our involved residents are reflective of our wider resident base;
- report annually on the work our involved residents do and the difference they make to the services we provide;
- help you to fit into your community with tenancy support, training programmes and by introducing you to local groups.

Support for young people (16-25)

We will:


- help young people into work placements and training;
- support consistent, joined up working on youth issues with mainstream and specialist agencies in the Stockwell area.



Contact us

 by phone on **0207 326 3700**

 online at **www.sw9.org.uk**

 in person at our office:
**6 Stockwell Park Walk,
London, SW9 0FG**