

Our Service Standard

All CHS customers have the right to expect a high standard of customer service and to be treated fairly and with respect. We aim for open and honest communication and to respond flexibly and personally to our customers. There is much more information in the Tenancy Handbook.

Customer Service

- We will treat all customers with fairness and respect.
- We will be easy to contact, with helpful, knowledgeable staff who aim to resolve your query 'right first time'.
- Ways to get in touch include: phone 0300 111 3555, e-mail, through our website (LiveChat, website forms, myCHS portal), text message; we will put you in touch with the right person to help.
- When you phone about a repair in office hours, you can talk directly to the contractor.
- You can phone out-of-hours for emergency repair issues affecting your health, safety or security of your home.
- We will answer phone calls promptly and reply to all enquiries within 5 working days (or let you know if it will take longer) and keep you well informed of progress.
- We will provide updates on our performance and news on our website and in our newsletter.
- We will contact you promptly to let you know if there's a problem e.g. with your rent payments, appointments, or a change to what we said we'd do.
- We will protect your personal data and let you know how we use your data.
- If you need to make a complaint you can do so in the way that suits you and we will try to resolve this with you within our policy timescales.
- We will provide information so you can use our services, understand what to expect from CHS, and hold us to account.
- We will make it easy to give feedback on our services in ways that suit you, and take your views into account to shape our services. We will let you know how your views have led to changes.
- We will work with tenant groups to scrutinise and influence CHS policies, strategies and services.

Looking after your home

- All our homes will meet the Decent Homes Standard.
- We will address all emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants to fixed timeframes set out in Awaab's Law.
- We will respond to emergency repairs within 24 hours of you reporting them. These include burst pipes, severe leaks, loss of power, loss of hot water, loss of heating in cold weather, offensive graffiti, insecure external door or ground floor window.
- For non-emergency repairs we will book a mutually convenient time-slot with you, within 28 days.
- When asked, CHS employees and contractors will show you their ID when they visit you.
- We will check fixed electrical wiring in your home every five years; and gas safety and smoke/carbon monoxide detectors every year.
- We will ensure the area you live and share with your neighbours is kept clean, safe, and well-maintained. This includes play areas, car parks, communal areas/facilities. Shared green areas including grass and shrubs around your home will be regularly maintained and we will share the scope of work and the annual cost.
- We will carry out stock condition surveys every 5 years to check the condition of your home and to check for hazards. Every 10 years we complete an Energy performance certificate (EPC) to see how energy efficient your home is. This information helps us plan our investment programmes to help to improve the energy efficiency of your home and reduce household bills.

Living in your home

- We encourage you to pay by direct debit, and offer other ways to pay to suit you.
- You can view your statement of account any time on our online portal [MyCHS](#).
- If you are struggling to pay your rent, we want to hear from you to advise you.
- You can use our [Money Matters](#) service for advice on benefits, income and managing your money.
- If you have problems with neighbours we will listen to your concerns and explain clearly what is possible. Where there is [anti-social behaviour](#) or harassment, we will agree an action plan and review progress regularly with you.
- [Domestic abuse](#) is unacceptable and if you experience it, we will support you to make the decisions you need.
- We can support you if you need [adaptations](#), e.g. grab rails, or need to apply for funds for more significant adjustments to help you manage at home.
- If you would like to [move](#), we will provide advice on your options or support to help you find a new home. How long you wait will depend on your situation and availability of homes.
- We subscribe to the [Homeswapper](#) website so you can search for free when looking for a mutual exchange.
- In communal areas, CHS is responsible for meeting fire safety standards, and we carry out fire risk assessments, provide fire safety signage, evacuation plans and information about fire doors. Where we provide fire safety equipment, we will also carry out mandatory safety checks.
- Our guide on water safety can be found [here](#).
- Open windows can be dangerous to unsupervised small children or vulnerable adults. Our guide to window safety can be found [here](#).

Your responsibilities

- You are required to pay your rent in advance.
- We expect you to treat your home, neighbours and neighbourhood with consideration and respect, and to try to resolve most problems with neighbours between yourselves where possible.
- If you have a private garden this is your responsibility to maintain, including any trees within it.
- We need you to let us know if your home needs a repair that we're responsible for.
- We expect you to treat our staff and contractors with respect. We will take action against those who threaten or abuse our staff or people working on our behalf.
- You must allow us reasonable access to your home to carry out checks, repairs and other work including the annual gas safety check.
- If you will be away from your home for longer than 4 weeks, you need to let us know.
- If the home you rent from CHS is no longer your main home, you must give us notice to end your tenancy.
- You need to let us know if you have a lodger move in with you.
- You need to get our agreement to make alterations to your home.
- You need our agreement to keep pets.
- When you move on, you must give 4 weeks written notice and allow us to visit to let you know what you need to do.
- You are responsible for ensuring that you don't create a fire hazard, for example by storing flammable items on a balcony, or by blocking fire escape routes. You should also regularly test your smoke alarms and know the evacuation plan for your building.
- You need our agreement to keep a mobility scooter or other Electric Powered Personal Vehicle. The permission form can be found [here](#).