

Our Service Standard

What you can expect from CHS Group

Maintenance
Information

Support
Lettable Standard

Customer Service
Your Responsibilities



Customer Service

- We will answer telephone calls promptly and will respond to written enquiries (including emails) within a maximum of five working days. If it is going to take us longer than 5 working days we will keep you informed of what progress we are making with your enquiry at intervals agreed with you.
- We will be easy to contact, with helpful, knowledgeable staff who will aim to resolve your query at the first point of contact. Where we cannot do this, we will keep in touch with you until your issue is resolved.
- We will make giving feedback on our services easy by offering a range of ways for you to be involved in shaping and monitoring our services. We will provide feedback in our newsletter and website on what changes we make as a result of customer feedback.
- We will offer an out-of-hours telephone service for emergency repairs when our office is closed. Emergency repairs are issues which immediately affect the health, safety or security of you or your property.
- Our out-of-hours telephone service is only available for repairs issues and will not take any calls for anti-social behaviour issues.



Living in your home

- We will provide you with information about your rent and other charges and offer you a choice of ways to pay. We will give you notice of any changes.
- We will provide advice and support on benefits and managing your income, or we will refer you to other agencies who can help.
- If you live in sheltered extra care we will agree with you how often your housing officer will visit and what we can offer you.
- If you live in supported housing we will agree with you the support we will provide.
- If you experience anti-social behaviour, we will listen to your concerns, agree an action plan where appropriate and review progress regularly with you. We will explain if we can't take any action. We will treat cases of harassment and domestic abuse with urgency.
- If you need to move, we will provide advice or support to help you find alternative accommodation. How long you have to wait will depend on your personal circumstances and property availability.



Looking after your home

- When you move into a CHS home, it will meet our lettable standard for the condition and cleanliness of the property. Please note, mutual exchanges are an exception to this and you accept the property as seen. Our only involvement is to approve the swap, and point out anything about the property that does not meet our re-let standard.
- We will respond to emergency repairs within 24 hours of you reporting it and make safe.
- For non-emergency repairs, we will book a mutually convenient timeslot with you, usually within 10 working days. We aim to complete 85% of repairs on our first visit.
- All CHS employees/contractors will show you their ID before entering your home.
- We will regularly carry out a range of checks and works to ensure your home is safe and well-maintained.
- Communal gardens around your home will be maintained to an agreed standard as and when required. If you have a private garden, this is your responsibility to maintain, including any trees within your boundary.
- If you find it difficult to look after your home, please get in touch.
- If we provide a cleaning service, and you do not feel the cleaning is at an acceptable standard please let us know.
- Refer to the tenancy handbook for more information, available online at www.chsgroup.org.uk



Your Responsibilities

- You must pay your rent on time, in accordance with your tenancy agreement.
- Please treat your home, neighbours and neighbourhood with consideration and respect, reporting any problems to us as soon as they arise. (although we do expect you to try and resolve issues with your neighbours first)
- Please treat our staff and contractors with respect. We will take action against anyone who abuses or threatens our staff or people working on our behalf.
- You must allow us reasonable access to your home to carry out checks, repairs and other works including the annual gas safety check.
- It is important that you live in your home as your main dwelling and let us know if you will be away from the property for more than four consecutive weeks. You must not sub-let the whole of your home. If you live in supported housing you must let us know if you will be away for any length of time.
- You must get our approval before making any changes to your home, for example, any electrical or plumbing works or satellite dishes.
- You must get our permission to keep pets.
- You must keep your garden in a tidy and presentable condition.
- You must not cause damage to your home and would have to pay for any repairs needed for this reason.
- Please keep us up-to-date with changes to your contact details or household. We may need to contact you for many reasons.



Feedback Welcome!

If you think we have fallen short at any time, we want to know. We will always listen and work to put it right. Equally, we love to hear when we've exceeded expectations. Email us at **info@chsgroup.co.uk** or call us on **0300 111 3555**



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