

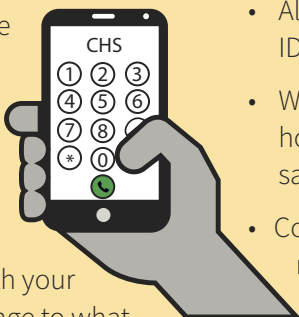
# Our Service Standards

## What you can expect from CHS Group

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.

### CUSTOMER SERVICE

- We will treat all customers with courtesy 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, e-mail, LiveChat, online from our website or 'myCHS' portal, text message; we will put you in touch with the right person to help you.
- When you phone about a repair during office hours, you can talk directly to the contractor you need to make an appointment with.
- We will offer an **out-of-hours** phone service for emergency repair issues affecting your health, safety or security of your home when our office is closed.
- We will answer phone calls promptly and reply to all enquiries within 5 days (or let you know if it will take longer, and keep you well informed of progress)
- We will make it easy to give feedback on our services in a range of ways that suit you, and use your feedback to shape our services. We will communicate what changes are made as a result of your feedback.
- We will provide updates on our performance and news you need to know in our twice-yearly newsletter.
- We will contact you promptly to let you know if there's a problem e.g. with your rent payments, appointments, 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 quickly and effectively. If you need to make your complaint formal or ask the **Customer Complaints Panel** to help, we will enable this as quickly as possible.



### LOOKING AFTER YOUR HOME

- Our Tenancy Handbook provides lots of information about how we maintain your home – find it on our website or request a copy.
- When you move into a CHS home it will be in a good state of repair and cleanliness, although if it needs some decorating we will provide a decorating pack for you to decorate it yourself.
- If you move through a mutual exchange, you accept the property as it is left by the outgoing tenant, although we will point out anything we can see will not meet our normal standard.
- 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.
- For non-emergency repairs we will book a mutually convenient time-slot with you, usually within 2 weeks. We aim to complete repairs on our first visit whenever possible.
- All CHS employees and contractors will show you their ID when they visit you.
- We regularly carry out checks and work to ensure your home is safe and well maintained e.g. annual boiler safety checks.
- Communal gardens around your home will be regularly maintained and we will share the scope of work with you and the annual cost.



## LIVING IN YOUR HOME

- We will provide you with information about your rent and other charges and give you notice of any changes.
- We encourage you to pay by direct debit, and also offer other ways to pay to suit your situation.
- You can view your statement of account any time on our online portal 'MyCHS' or opt in to receive 6-monthly rent statements by post (along with the newsletter).
- If you are struggling to pay your rent we want to hear from you so we can advise you and help to avoid legal action.
- Our **Money Matters** service is open to all CHS customers, for advice on benefits, income and managing your money. We can also advise on improving your work situation.
- If you live in supported housing we will agree with you the support we will provide.
- If you experience 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 through making the decisions which are right for you and to help you find a safer life.
- We can offer support if you need adaptations e.g. grab rails, or need to apply for funds to have 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 personal situation and availability of properties.
- We subscribe to the 'Homeswapper' website on your behalf so you can search online for free when looking for a mutual exchange.

## 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. We expect you to keep your appointment or let us know if you need to re-arrange it.
- If you no longer live in your CHS home as your main home, or if you will be away from it for longer than 4 weeks, you need to let us know.
- In supported housing you must let us know if you will be away for any length of time.
- You can usually take in a lodger if you have the room and if you let us know about them, and as long as this is still your home.
- You need to get our agreement to make changes to your home e.g. electrical or plumbing changes, paving, alterations
- 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.

