



Standards of Service

Customer pledge and standards of services

As an ASRA tenant you have both rights and obligations. In this section we have set out what level of service we aim to provide if you meet your obligations.

Our pledge to you is to:

- ▶ Do what we say we will do
- ▶ Provide an accessible service and ensure that our staff are sufficiently resourced and trained to provide a high quality service
- ▶ Treat all people fairly and to be polite, courteous and clear about what can and cannot be done
- ▶ Deal with your enquiry promptly and seriously
- ▶ Deal with your enquiry consistently using ASRA's agreed policies and procedures
- ▶ Provide clear and accessible information on all our services
- ▶ Make our services accessible to all sections of the communities swiftly and effectively in the most appropriate way.

Your obligations are to:

- ▶ Look after your home and to prevent it from getting damaged
- ▶ Pay your rent regularly and on time
- ▶ Be responsible for keeping your private garden, if you have one, neat and tidy
- ▶ Treat your neighbours and local community with respect and decency
- ▶ Treat our staff politely and with respect (we can choose not to serve anyone whose behaviour is offensive, violent or abusive)

Standards of service

<i>Our pledge:</i>	<i>In return we ask that you:</i>
<p>Telephones</p> <ul style="list-style-type: none"> ▶ Our lines are open Monday to Friday 9.30am to 5.00pm ▶ We will answer the telephone within six rings ▶ The person you speak to will give you his/her name and department ▶ We will only use answerphone or voicemail when absolutely necessary and will provide a response in that working day or at the latest at the beginning of the next day ▶ Any message left on an answerphone when the office is closed will be dealt with the next working day 	<ul style="list-style-type: none"> ▶ The message you leave is clear and you give us a contact number
<p>Letters, Faxes and Emails</p> <ul style="list-style-type: none"> ▶ We will reply to your letter, email or fax in plain language within ten working days ▶ Where this is not possible, we will acknowledge receipt of your letter, email or fax within two days, and say when we expect to be able to reply. 	<ul style="list-style-type: none"> ▶ Contact us if you need help to understand the information that you are sent ▶ Tell us about any special help you may need, such as translations
<p>Coming to our Office</p> <ul style="list-style-type: none"> ▶ We will ensure that you are seen within five minutes if you have an appointment or tell you how long you will have to wait to discuss your case in detail ▶ Offer you a private interview and keep all your details confidential 	<ul style="list-style-type: none"> ▶ Keep any appointment you have agreed with members of staff



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Our pledge:	In return we ask that you:
<p>Coming to your Home</p> <ul style="list-style-type: none"> ▶ Where necessary we will visit you within seven working days ▶ If the matter is urgent a visit will be arranged within 24 hours ▶ All our employees carry official identity badges ▶ Staff will present themselves in a clean, tidy and appropriate manner 	<ul style="list-style-type: none"> ▶ Ask to see this if you feel unsure of identity
<p>Repairs and Maintenance</p> <ul style="list-style-type: none"> ▶ We will ensure that you can easily report repairs in a number of ways both during the working day and outside office hours ▶ Provide emergency repair service outside office hours ▶ Confirm the order has been raised by sending a receipt ▶ Complete your repairs within the target time ▶ Consult you before starting any planned major repairs to your home ▶ Ask how satisfied you were with the repairs when they were completed. ▶ Our code of conduct for contractors is set out in our tenant's handbook 	<ul style="list-style-type: none"> ▶ Carry out minor repairs that are your responsibility under the tenancy agreement ▶ Only report genuine emergencies outside office hours ▶ Are at home for appointments made with the contractors ▶ Keep to any appointments you have made with the contractor ▶ Repair any damage you, your family or visitors have caused. (if we have to carry out the repairs, we will charge you for this) ▶ Complete and return customer feedback forms ▶ Report repairs needed in communal areas
<p>Your Rent</p> <ul style="list-style-type: none"> ▶ Offer you a wide range of ways to pay your rent ▶ Discuss arrears of rent with you at an early stage and keep you fully informed of action being taken ▶ Advise you on how to avoid debt and help you obtain welfare benefits to which you are entitled ▶ Keep rent arrears low by firm but fair action, taking legal action only as necessary ▶ Send you regular statements of your rent account 	<ul style="list-style-type: none"> ▶ Get in touch with your Income Recovery team if you have difficulty paying your rent ▶ Pay your rent on time. Ensure that your rent is paid even if you receive Housing Benefit ▶ Inform your local Housing Benefit office and us of any changes in your Housing Benefit entitlement ▶ Renew your Housing Benefit claim as required.
<p>Estate & Scheme Services</p> <ul style="list-style-type: none"> ▶ Let you know how much our services cost and how the rent we collect is used ▶ We will carry out regular inspections of estates, blocks and common areas 	<ul style="list-style-type: none"> ▶ Advise us if you have any concerns
<p>When you want to move</p> <ul style="list-style-type: none"> ▶ You may apply for a move, but you do not have the right to transfer to another home ▶ We will be clear about your realistic chances of moving ▶ We will visit before making an offer to ensure you have kept your home in good repair. We will advise you of any repairs that you are responsible for and must carry out before you move ▶ If you owe us money we will only agree to a transfer once the debt has been cleared 	<ul style="list-style-type: none"> ▶ Let us know about any change in your circumstances that may affect your transfer application ▶ Use the information we give you to help make a realistic assessment of how long you could expect to wait for a new home ▶ Realise that your place on the transfer list can move up as well as down, as residents' circumstances change ▶ Let us know in writing, at least four weeks before leaving your home

Our pledge:	In return we ask that you:
<p>Tenant Participation and Feedback</p> <ul style="list-style-type: none"> ▶ Give you opportunities to get involved. ▶ Offer the training you need to help you influence our services ▶ Seek your views through satisfaction surveys and other means giving you feedback on how we have used your views and how they have influenced what we do and how we do it ▶ Will carry out regular surveys with new and existing residents to ask about our service delivery and customer care 	<ul style="list-style-type: none"> ▶ Let us know what you think we could do to improve our services ▶ Get in touch if you want to know how you can become involved
<p>Communication</p> <ul style="list-style-type: none"> ▶ Provide a range of leaflets explaining our policies and procedures. These to be available in all of our offices ▶ Either translate any document, or arrange a translator if you need one, making information available on request in large print and audio ▶ Provide a wide range of information including a tenant's handbook, a regular newsletter and annual report ▶ Notify you of any staff changes which affect you directly 	<ul style="list-style-type: none"> ▶ Contact us if you need help to understand the information that you are sent ▶ Tell us about any special help you may need such as translations
<p>Getting it Right</p> <ul style="list-style-type: none"> ▶ Provide a formal complaints procedure giving you information which tells you how to complain and how we will deal with your complaint ▶ Take any complaint about our service seriously, put things right and inform you of the outcome of any investigation made ▶ Eliminate causes of complaint by learning from our mistakes using every opportunity to improve our services 	<ul style="list-style-type: none"> ▶ Give us full details of the matters about which you are unhappy within four months of the event ▶ Tell us what action you believe we should take to help solve your complaint. ▶ Let us know if you think you are due for any compensation
<p>Anti-social Behaviour</p> <ul style="list-style-type: none"> ▶ Take a victim centred approach ▶ Take prompt and appropriate action against anyone whose behaviour adversely affects the quality of your life or home ▶ Carry out a range of procedures to deal with neighbour disputes, harassment in any form, anti-social behaviour or when other conditions of tenancy are broken ▶ We will investigate reports of racial or sexual harassment or domestic violence within 24 hours 	<ul style="list-style-type: none"> ▶ Report serious incidents, including threats or acts of violence, to the Police as well as ASRA ▶ Act in a considerate and reasonable way towards others and make sure that members of your family and visitors do the same. ▶ Try to sort out minor disputes by talking to your neighbours ▶ Keep a diary of incidents if we need you to collect evidence.
<p>Recognising Diversity</p> <ul style="list-style-type: none"> ▶ Work to ensure that you are not disadvantaged or discriminated against as a result of your race, colour, ethnic or national origin, nationality, gender, sexual orientation, marital status, disability, age or religion ▶ Allocate our homes in a fair way ▶ If you have a physical disability we will ensure that our offices and community buildings have suitable access 	<ul style="list-style-type: none"> ▶ Treat your neighbours with courtesy and respect.