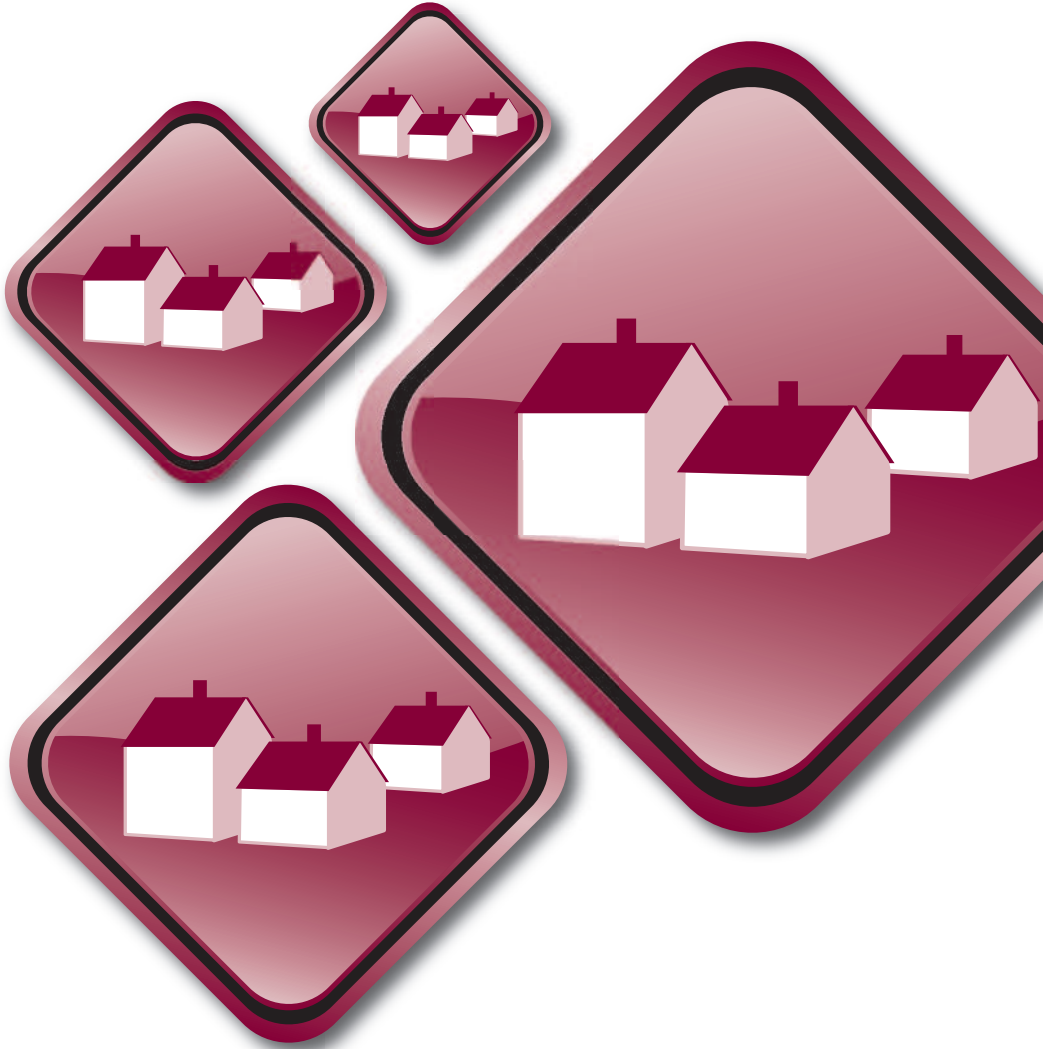


Guide to customer care



Daventry & District Housing





Guide to customer care

At Daventry & District Housing, we are committed to providing a high standard of customer care.

We want our customers to be satisfied and we aim to treat everyone with respect, courtesy and consideration.

This leaflet explains how to get in touch with us and what you can expect when dealing with us.

We value your feedback and would like to hear from you if you have received good customer service from a member of our team. We would also like to hear from you if you have a complaint or a suggestion of how we could improve.

Details of how to get in touch and send us your comments or complaints are included towards the end of this leaflet.

How to contact us

You can contact us in any of the following ways:

By telephone

For general enquiries

call: 01327 707500

For repairs during office

hours call: (Freephone)

0800 5874 735

Lines are open:

Monday to Thursday

8.30am - 5pm

Friday 8.30am - 4.30pm

To report a repair outside office hours call:

0300 1231 112

For information, to report a repair, make a comment or complaint or find out how to pay your rent visit our website:

www.ddh.org.uk

You can also send us general comments by email at:

enquiries@ddh.org.uk

Visit or write to us:

Daventry & District Housing

Nene House

Drayton Fields Industrial

Estate

Daventry

NN11 8PB

Our office is open for general and tenancy enquiries:

Monday to Thursday

8.30am - 5pm

Friday 8.30am - 4.30pm

Home visits

Home visits are available particularly for older and vulnerable residents and those with mobility and transport problems.

Please contact our Customer Services Team for more information on 01327 707500.

When we carry out home visits we will treat your home with respect and with regard to your privacy. If we need to visit your home without a pre-arranged appointment, we will explain the nature of the visit and check that it is convenient before entering.

If we visit your home and no-one is in, we will leave a card stating who called, at what time and how they can be contacted.

Service standards

Our service standards set out the standards you can expect in your dealings with us. The standards help us to measure how well we are performing and help you to challenge us if you feel we have fallen short.

Our full service standards can be found in a separate leaflet, available from our reception, by calling 01327 707500 or by visiting the website at www.ddh.org.uk

Here are the general standards you can expect from us when it comes to customer care.

Appointments with us

You can request an appointment with the appropriate member of staff at a mutually convenient time. This can be arranged at our offices or at your home if required.

If a member of the team is unable to attend a pre-arranged appointment, you will be notified as soon as possible. If we cannot make contact, we will arrange for another team member to cover the appointment.

Getting in touch

Here are the standards you can expect when getting in touch with us.

When you telephone us we will:

- ▶ Answer your call within 30 seconds
- ▶ Call you back when needed within one working day and at a time convenient to you
- ▶ Provide a 24-hour telephone service to deal with emergency repairs or other housing emergencies

- ▶ Deal with as many telephone queries as possible at the first point of contact.

When you write to us we will:

- ▶ Reply to your letters and emails within five working days of receiving them.

When you visit our offices you will:

- ▶ Be greeted by an identified member of staff
- ▶ Be offered a private interview room on request
- ▶ Find facilities that are welcoming and accessible to people with a range of disabilities
- ▶ Be provided with translation facilities on request.

In addition our opening hours will be clearly displayed and a range of information leaflets will be available.

Information and consultation

We aim to put tenants at the heart of the decision-making process.

To achieve this we will consult and involve our customers and consider their views when making decisions about services that affect them. We will publish newsletters and send them to all tenants every three months and publicise tenants' meetings and events regularly on our website.

Tenants will be involved in setting policies and monitoring how well we are performing. Find out more about getting involved in our Resident Involvement Statement leaflet, available from our offices, or by visiting www.ddh.org.uk.

Translations

We will provide translations of all customer information on request and in an appropriate format. We will also make available newsletters and other information in alternative formats where possible, for example in large print, Braille or on audio. A translation facility is also available on our website www.ddh.org.uk.

Feedback

Your feedback is important to help us keep improving our services.

If you are impressed with the work of our team members then we would like to hear about it. We can use this feedback to share good practice across other teams.

We also welcome any suggestions you may have on how we can improve our existing services or introduce new services.

You can make comments and suggestions by:

- ▶ Writing to us - our address is on the back of this leaflet
- ▶ Emailing us at enquiries@ddh.org.uk
- ▶ Completing the form attached to the Compliments and complaints leaflet
- ▶ Speaking to a member of our Customer Services Team, either in person at our office or over the phone. Our phone number is included at the back of this leaflet.

Complaints

We aim to provide well-managed homes and efficient, quality and proactive services to you.

However, we understand that sometimes things go wrong.

If you are unhappy with any aspect of our work or the work of our contractors, or think that we have failed to do something we should have done, we want to hear about it. Contact our Customer Services Team in the first instance. If they cannot resolve it for you, they will tell you how to make a formal complaint.

Your feedback is important to us, as it helps us identify where we need to improve. We monitor all complaints to make sure that we learn from our mistakes. Please be assured that you won't be treated any less favourably as a result of complaining.

How to complain

If you have a complaint to make about the service you have received from us simply fill in the form attached to the Compliments and complaints leaflet and post it back to us.

Where a complaint is upheld, compensation may be offered in line with our policy.

You can complain if you think:

- ▶ We have failed to do something that we should have done
- ▶ We did something wrong or to a poor standard
- ▶ We have treated you unfairly or badly.

Please do not use the formal complaints procedure if you:

- ▶ Are asking for a service from us for the first time (for example, if your toilet is not flushing and you want it repaired)
- ▶ Want information about any part of our service
- ▶ Want to talk to us about a problem with your neighbour or another resident living on your estate.

Our complaints procedure has four stages, described here.

Stage one

The manager responsible for the service will investigate your complaint and respond to you.

All complaints will be acknowledged within 24 hours of receipt and a full reply will be provided within five working days. If there is any delay in our response, we will inform you as soon as possible.

Stage two

If you are not satisfied with our initial response you can ask for the matter to be investigated by a senior manager.

Stage three

If you are still unhappy with our response, you can have the matter investigated by the board of Daventry & District Housing.

Stage Four

You may contact the independent Housing Ombudsman. Please note the Ombudsman will normally only consider your complaint if it has been through our full complaints procedure first.

Their contact details are:

Housing Ombudsman
Service
81 Aldwych
London
WC2B 4HN

Telephone: 0845 7125 973

E-mail: info@housingombudsman.org.uk

**For help to understand this
please contact 01327 707500.**

ইহা বোঝার সহায়তা পাওয়ার জন্যে অনুগ্রহ করে
01327 707500 নম্বর ফোনে যোগাযোগ করুন

如果你在理解此项内容时需要帮助的话，
请致电01327 707500

PO POMOC W ZROZUMIENIU TEGO
TEKSTU NALEŻY ZGŁOSIĆ SIĘ POD
NUMER: 01327 707500

اسے سمجھنے میں مدد کیلئے
براہ کرم 01327 707500 پر رابطہ کریں

An audio version is also available on request.

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for older and vulnerable residents and
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Daventry & District Housing

Nene House
Drayton Fields Industrial Estate
Daventry
NN11 8PB

Tel: 01327 707500
www.ddh.org.uk



This information has been
approved by Daventry & District
Housing tenants



A Futures Housing Group company

