

Consulting our customers

We believe it is important to ask you about the standard of service we provide and the kind of improvements you want. We carry out regular customer satisfaction surveys, and use customer feedback to improve and develop our services

Our performance

Our service standards are updated quarterly and displayed in our Customer Service Centre.

What if things go wrong?

We welcome your comments and complaints as they provide valuable feedback on the service we provide. We are anxious to put things right if things have gone wrong and to learn from our mistakes.

If you have a complaint about the service we have provided you can write to us or complete a complaints form. We will acknowledge your complaint within 5 working days and try to answer fully within 20 working days. If we need to carry out further research we will let you know. If you are not happy with our response you will be told how you can pursue your complaint further.

Your views

We welcome your views on the aims we have set out in our service standards we provide. If you have any comments please contact us by post, or on the fax number or email address below:

Post: Housing Services
Pathfinder House
St Mary's Street
Huntingdon PE29 3TN

Fax: 01480 388210

Email: housingservices@huntingdonshire.gov.uk

Our standards for Housing Services

The purpose of this leaflet:

This leaflet explains the work carried out by Housing Services and sets out the standards we aim to achieve.

Our service standards take into account the views of customers who take part in our surveys.

If you require this leaflet in an alternative format please contact us on 01480 388229 or email: housingservices@huntingdonshire.gov.uk

Our commitment to you:

We think that meeting your needs is important.

We will do this by:

- giving you the best possible service
- providing helpful and impartial advice
- helping you to understand your rights and obligations
- treating everyone as an individual
- adapting our services to meet your special needs e.g:
 - Hard of hearing
 - Partially sighted

If you call to see us at our office:

- we aim to see you within 10 minutes
- we aim to answer your questions fully. If we cannot do this we will arrange an appointment for you to see a Housing Advice and Options Officer or phone you back.
- our Customer Service Centre is open:
9.00am - 5.00pm Monday to Thursday
9.00am - 4.30pm Friday

If you telephone us:

- our experienced staff will answer your telephone enquiries promptly and politely
- we aim to answer your calls within an average of 3 rings
- when we answer the telephone we will give our name
- we aim to answer your questions straight away. If we cannot do so, we promise to put you through to someone who can, or arrange to call you back the same day or the following working day at the latest. Or if you prefer, we will write to you

If we visit you in your home:

- we will contact you to arrange a convenient appointment either by telephone or by letter
- we will wear name badges
- we will carry identity cards
- we will be punctual in keeping the appointment. You can help us by letting us know in advance if you are unable to keep the appointment and we will let you know if we have problems keeping the appointment

If you write to us:

- we aim to write and acknowledge your letter within 5 working days of receiving it
- we aim to answer all your questions in clear plain English within 20 working days. If we do not have all the facts there may sometimes be a delay. We will write to you and tell you if this is the case
- you can help us by giving accurate information and fully completing any relevant form

If English is not your first language

If you do not have anyone who can translate for you, please speak to us and we may be able to arrange one free translation session either over the phone or face to face.

If you have special needs

We are fully committed to meeting the needs of all our customers:

- if you have a hearing difficulty please tell us, and we will make arrangements which most suit your particular needs.
- if you have a sight problem we will provide information and communicate with you in a format you are able to use. We are happy to talk to you on the telephone or we can arrange to visit you at your home. If we need to write to you we can do so in large print or we can send you an audio copy of the document. If you let us know your preference we will communicate with you in that way.
- if you prefer to be visited at home or a different location because you have special needs please let us know and we will arrange a convenient appointment

Ethnic Monitoring

We ask our customers to declare their ethnic origin.

If you are willing to state your ethnicity, this will help us to analyse who is using our services. It will also help us to assess whether people from all ethnic groups receive a fair service. The ethnic categories we use are the same as those defined in the census.

If you choose not to declare your ethnic origin, it will not affect the level of service you receive.