

# Customer Service Commitments



**Our pledge to you**



# Our FIVE Commitments to you

*Our customers are at the heart of everything we do. We are committed to providing the highest standards of customer care and customer experience at all times.*

*Our customer service commitments set out what you can expect from us and our partners. These five commitments and their measures will be reviewed and updated over time to make sure they meet your needs and continue to cover your priorities and concerns.*



## 1. Make it easy for you to deal with us.



## 2. Listen and act with openness, honesty and transparency.



## 3. Always try our best to put things right.



## 4. Keep your home well maintained.





## 5. Provide information, support and advice to help you manage your home.



## 1. Make it easy for you to deal with us.

*By providing services that are efficient, consistent and easy to access, however you choose to contact us.*









### ***This means we will:***

- Provide you with a range of ways to make contact. 
- Answer your call as quickly as we can in a polite and courteous way. Our telephone lines are open from: 

9.00 am to 5.00 pm: Monday – Thursday  
9.00 am to 4.30 pm: Friday

Calls related to emergency repairs only, will be answered outside of these hours by our Out of Hours emergency service.

Non-emergency repairs can be reported at any time on our website [www.radiushousing.org](http://www.radiushousing.org)

- Aim to resolve your query there and then when you contact us. 
- If we cannot help you immediately, take details and call you back at an agreed time or refer you to the appropriate person. 
- Be clear about what we can do and when, keep you informed about what's happening and let you know if there is a problem or any change to what we said we'd do. 
- Monitor satisfaction with how we deal with calls. 
- Acknowledge all written communication promptly and usually within two working days. 
- Treat you with courtesy and respect when you visit our offices. 
- Visit you in your new home within six weeks of moving in to check how you are settling in and answer any questions or offer advice. 
- Ensure our contractors and staff show you identification (ID) cards when they visit your home. 



## 2. Listen and act with openness, honesty and transparency.

*By listening to your views, we will make sure that you feel listened to on the issues that matter and that you can speak to us freely.*

### ***This means we will:***

- Have a strong customer engagement framework that is accessible to all our customers.
- Compare our performance against other similar housing organisations to see how we're performing.
- Be upfront with you about our performance and what we're doing to improve it.
- Publish how we are performing against our service commitments and any improvements we are making.
- We will operate in an open and accountable manner with good governance at the heart.







### 3. Always try our best to put things right.

*If something goes wrong, we will work with you to try and put it right and make improvements in the future.*

#### ***This means we will:***

- Publicise ways to make a complaint if things go wrong.
- Ensure that our complaints process is easy to follow and will focus on achieving a satisfactory outcome.
- Apologise and try to put it right as quickly as we can and always within 20 working days.
- Check that you are happy with the outcome.
- Tell you how you can appeal if you are not happy with our response to your complaint.
- Take strong action where anti-social behaviour happens and work closely with partners to tackle incidents.
- Respond to serious anti-social behaviour such as domestic abuse and hate crime within 1 working day.
- Respond to all other types of anti-social behaviour within 3 working days.
- Learn from customer feedback if things go wrong and set actions to improve.







## 4. Keep your home well maintained.

*The quality and safety of customer homes is at the heart of how we, maintain, improve and manage our properties.*

### ***This means we will:***

- Make it easy for you to report your repairs.
- Complete everyday repairs as quickly as possible at a time that suits you and usually within 20 working days. Example: Repairs that can wait without causing major inconvenience, such as a leaking gutter.
- Complete urgent repairs as quickly as possible and usually within 4 working days. Example: Shower not working or an individual radiator.
- Complete or make safe emergency repairs within 24 hours of being reported to us. Example: Gas leaks, uncontrollable water leaks and serious electrical faults.
- Keep you updated on the status of your repairs and maintenance work and share all relevant information.
- Carry out your gas safety checks every year (we must do this by law).
- Undertake a 5 yearly electrical safety inspection of your home.







## ***5. Provide information, support and advice to help you manage your home.***

*We're here to help make managing your home simple and easy.*

### ***This means we will:***

- Provide you with information that explains how your rent and service charge is set and how it is charged, giving you at least 28 days' notice of any changes.
- Offer you a range of ways to pay your rent.
- Advise you of any late or missed payments promptly, be available to talk to you to find a solution if you are having problems paying your rent or service charges and work with you to get your payments back on track as soon as possible.
- Provide advice on welfare benefits, debt advice and support into employment.
- Signpost you to specialist services where necessary to help you to maintain a clear rent account.







## ***How you can help us and what we expect from you.***

- Be considerate and respectful to our staff, your neighbours and people in our communities.
- Keep your neighbourhood safe and clean by following the local council's guidance on managing household waste and rubbish.
- Maintain your garden and the area around your house.
- Provide access when requested to carry out gas servicing and electrical safety checks.
- Report a building safety concern to us quickly when you spot it, so we can resolve it and continue to keep your home safe.
- Report non-emergency repairs outside our customer service centre opening hours at [www.radiushousing.org](http://www.radiushousing.org).
- Tell us if you're struggling with your rent or any other issues so we can support you.
- Keep to the terms and conditions of your tenancy agreement.
- Follow the guidance in our ASB Toolkit at [www.radiushousing.org](http://www.radiushousing.org) if you are experiencing Anti-Social Behaviour.
- Let us know if things go wrong, so we can work with you to put them right.





**Head Office:** 3-7 Redburn Square,  
Hoywood, BT18 9HZ  
**t:** 0330 123 0888  
**e:** [info@radiushousing.org](mailto:info@radiushousing.org)  
**w:** [radiushousing.org](http://radiushousing.org)

**Everyone has a place**