



# 1. CUSTOMER CHARTER

## What you can expect from us

NPH offers a range of services and this guide sets out the standards of service you can expect from us.

If you feel we are not meeting any of these standards, then please tell us. Your views help us to understand both how we are doing and what we can improve on.

Our customer service experience is based on the following principles. We will:

- make it easy to do business with us;
- make sure that our staff are well trained and continually developed;
- aim to get all that we do right first time;
- listen and respond to you;
- show empathy and honesty;
- be polite and respectful;
- provide quality services; and
- when things go wrong, keep you updated and learn from it.
- make sure we are fair and provide reasonable adjustments when needed

# 2. YOUR RESPONSIBILITIES

To help us provide the best possible service we respectfully ask that you:

- be considerate and polite when speaking to our staff and contractors;
  - give us all the information we need to help you;
  - be on time for appointments or let us know if you are no longer able to attend;
  - tell us if you are unhappy with the service you have received; and
  - tell us if the service has been better than you expected.
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## 3. CUSTOMER CARE

You can access our services by:

- telephone;
- in person;
- in writing by letter or email;
- online;
- by visiting The Guildhall;

You can also ask us to visit you at home.

On our website [www.nph.org.uk](http://www.nph.org.uk) you can:

- pay your rent;
- report a repair;
- report anti-social behaviour;
- and apply for a garage.

Our service pledges:

- **We aim to answer your telephone call in no more than 90 seconds.**
  - **If you have an appointment, we will see you within 10 minutes of the allotted time.**
  - **If you can't wait for us on the telephone, then you can leave us a message and we will ring you back within 1 working day.**
  - **If you email us, we will acknowledge all emails as soon as possible, but within 5 working days.**
  - **We will carry out satisfaction surveys to make sure that service continually improves, and you are happy with the service provided.**
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## 4. YOUR HOUSING APPLICATION AND BIDDING FOR A HOME

### Our Service Pledges

#### We will:

- **Assess your application within 28 days of receiving all of the documents needed**
- Publish details about the numbers and lettings of empty homes, to help you decide what to bid on and give you an idea of how long you may have to wait.





## 5. MOVING INTO YOUR NEW HOME

### Our service pledges

Before moving into your new home:

- We will offer homes that are clean, safe and secure and meet our minimum standards.
- All properties will be visited on the same day keys are handed in and utilities will be isolated.
- All properties will have their electrical installation tested and will be compliant with current IEE electrical regulations.
- The gas installation at a property will be visually inspected for safety and capped off at the meter.
- Our gas servicing contractor will arrange for a full safety check of the system when the new tenancy starts.
- Each property will be checked for material containing asbestos if a check has not previously been carried out.

After you move into your new home:

- **Your housing officer will arrange to contact you within 2 weeks of moving in**
  - We will check your overall satisfaction after being rehoused. This includes the condition of your new home and the service you received from us from being offered your new home and moving in.
  - **We will attempt to contact you by telephone within 26 weeks of your tenancy start date to find out whether you need any help or support.**
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## 7. TENANCY SUPPORT

Our service pledges

Before moving into your new home:

- **A support officer will assess referrals where domestic abuse has been reported within 1 working day.**
- **A support officer will assess all referrals deemed urgent within 5 working days.**
- **A support officer will assess all other referrals within 10 working days.**
- **A team leader will categorise all referrals within 1 working day.**
- We will complete a support plan and risk assessment for all customers who need help and support.
- **We will review support plans every 3 months.**
- **Our Welfare Officers will attend all emergency call outs on the day of report.**
- **We will carry out a welfare visit every 4 weeks for every qualifying tenant.**
- **Welfare Officers will install emergency lifeline equipment within 1 working day of a tenant moving into older persons accommodation (or as soon as possible if there is no landline in place).**





## 8. REPORTING ANTI-SOCIAL BEHAVIOUR

Our service pledges

- **We will contact you within 1 working day of receiving your initial report of ASB.**

**When your report of ASB is received you will meet a Tenancy Compliance Officer within the following timescales:**

- **1 working day:** domestic abuse and violent hate crime.
- **3 working days:** verbal abuse, harassment and vandalism.
- **5 working days:** noise, fly-tipping and nuisance pets.
- We will complete a risk assessment to help identify vulnerable and repeat victims.
- When you report an ASB concern, we will always complete an action plan with you.

We will:

- **Assess your overall satisfaction with our ASB service, so we can understand what we have done well or what we need to improve.**
  - Agree with you how and when we contact you.
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## 9. RESIDENT INVOLVEMENT

We want to know what you think of our services and are happy to listen to any ideas that you have for how we improve.

### Our service pledges

- Provide a wide range of involvement options to enable NPH customers to have an opportunity to share their views and influence what we do.
- Listen to your views about our services.
- Make sure that comments, compliments and complaints about NPH are also considered alongside the views customers who engage with us.
- Provide feedback wherever possible when you have taken part in any of our involvement activity.
- We will provide regular information and updates on Resident Involvement outcomes and activity via our resident magazine, website and social media.
- Provide spaces for local community groups to meet or run activities.
- Provide training and volunteering opportunities.
- Provide support for local groups through our social enterprise, Happy to Help CIC.





## 10. CARRYING OUT REPAIRS

When requesting a repair, we will place it into one of three categories, each with their own priority and timescale:

Category	Definition	Timescale
<b>Emergency</b>	Work to remove immediate danger to people. Avoid serious damage to property. Make property secure.	Attend within 24 hours. May involve follow up works and making the property safe.
<b>Urgent</b>	Work needed to quickly prevent immediate damage to the property. Overcoming serious inconvenience to you. Potential health and safety or security risk.	Attend within 7 days.
<b>Routine</b>	Work that is non-urgent but cannot wait until planned maintenance takes place.	

All our repairs staff will follow our code of conduct at all times. This includes:

- Showing their ID badge.
- Leaving a clean and tidy area around the repair.







## CARRYING OUT REPAIRS contd/.

### Our service pledges

We aim to get repairs right first time by:

- Sending a fully trained and multi skilled tradesperson to carry out the repair on the first visit, at the appointed time slot.
- Stocking our vehicles with the most frequently used materials so that most repairs can be completed at the first visit.
- **We will carry out a satisfaction survey to a sample of completed repairs.**

We will:

- Provide a variety of ways for you to report your repair, including by telephone and online. You can also use customer telephones to report your repair at The Guildhall's One Stop Shop.
  - Offer appointment options for you to choose from to fit in with your plans.
  - Confirm all appointments by letter and send you follow up texts.
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## 11. MAINTAINING YOUR HOME

NPH manages programmes of planned works to maintain your home. When your home is part of a programme of works, we will:

- Consult with you about any major works that may affect your home.
- Give you choices of components and finishes where appropriate. This could include tiles, worktops and drawer fronts.
- Keep you informed of any delays or changes to the works needed.
- Make sure that our contractors keep appointments, are polite, helpful and treat your home with respect.
- Make sure that NPH staff and contractors show their identification when visiting your home.
- Leave your home clean and tidy at the end of each day and once the work is completed.
- Ask your opinion about the quality of our service and how we can improve it.





## 12. AIDS AND ADAPTATIONS

Aids and adaptations is a term we use to describe changes to your home to enable you to live there if you have a disability or require mobile assistance.

Our service pledges

We will:

- **Acknowledge your referral within 10 working days by sending a self-assessment form to help us determine the correct assessment approach.**
- **Once the self-assessment form is returned and reviewed, we aim to provide you with a letter offering an assessment appointment within 10 working days of receipt.**
- **Visit to assess your needs within 6 weeks of receiving the self-assessment form. If a survey of your home is needed to determine whether the adaptation works are possible, we aim to visit within an additional 4 weeks.**
- We will inspect the work to make sure it is completed correctly.





## 13. MANAGING YOUR RENT PAYMENTS

Our service pledges

We will:

- Provide you with a breakdown of your rent and service charges at the start of your tenancy and then each year as part of the rent review.
  - **Provide a rent statement per year, or on request. This statement will show the payments you have made to your rent account.**
  - Agree a way for arrears to be cleared based on your individual, personal and financial circumstances.
  - We will make contact by letter, text or phone to inform you of any rent monies owed to us.
  - We will attempt to contact you to discuss your arrears before taking legal action.
  - On request we can provide you with budgeting advice and information about income maximization.
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## 14. YOUR NEIGHBOURHOOD

### Our service pledges

Every estate will be checked quarterly to highlight any environmental issues that might affect that area.

We will:

- **Inspect every block of flats quarterly for cleanliness, fire safety and repair issues.**
  - **Monitor the cleaning standards of communal areas both internally and externally to make sure that the blocks are kept clean by our contractor.**
  - **Monitor the grounds maintenance standards of communal areas so that the blocks are regularly attended (grass, shrubs, hedges and trees).**
  - **We will remove reported fly-tipping on the land we manage within 48 working hours and take appropriate enforcement action against those who illegally dispose of waste.**
  - **We will respond to reported biological type cleaning requests such as defecation/removal of used needles to communal areas within 24 working hours.**
  - **We will remove fire risk items within 24 working hours that are left in communal areas and take appropriate enforcement action against those who breach the zero-tolerance fire safety policy.**
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## 15. LEASEHOLD SERVICES

Our service pledges

We will:

- Provide an informative Welcome Pack to all new Leaseholders including a handbook, details of service charges and payment options.
- An actual service charge expenditure statement in a clear appropriate format, together with a breakdown of responsive repairs where necessary.
- Full consultation in compliance with the legal Section 20 process regarding major works and refurbishments.
- A detailed breakdown of any major works or refurbishment costs and an outline of payment options.





## 16. FEEDBACK AND COMPLAINTS

NPH welcomes and encourages all customers to give us their views and opinions and to praise our team members when they do things well or go the extra mile.

[www.nph.org.uk/customerfeedback](http://www.nph.org.uk/customerfeedback)

Our complaints process

We understand that sometimes things go wrong and you may wish to make a complaint. If you believe we have not met your expectations, we ask you to tell us. Your complaints give us valuable feedback and help us to improve our services.

Our service pledges:

- **Complaints will be acknowledged within 2 working days**
- Where it is not possible to resolve an informal complaint or request for service at the first point of contact, we will operate an escalated 2 stage formal process.

Our Complaint process consists of:

- **Quick Wins (informal complaint/request for service) will be responded to within 5 working days.**
- **Stage 1 - Formal investigation if a complaint cannot be resolved as a Quick Win or is not an informal complaint. A full response will be given in 10 working days by a Service Manager.**
- **Stage 2 - If we have not resolved a complaint at Stage 1, requests can be made to escalate to Stage 2. Escalation requests will be considered in 3 working days. A full response will be given in 10 working days by an Assistant Director/Head of Service.**
- If after Stage 2 we have been unable to resolve a complaint, a Mediation process is available via the Complaints Panel, which includes tenant members.

