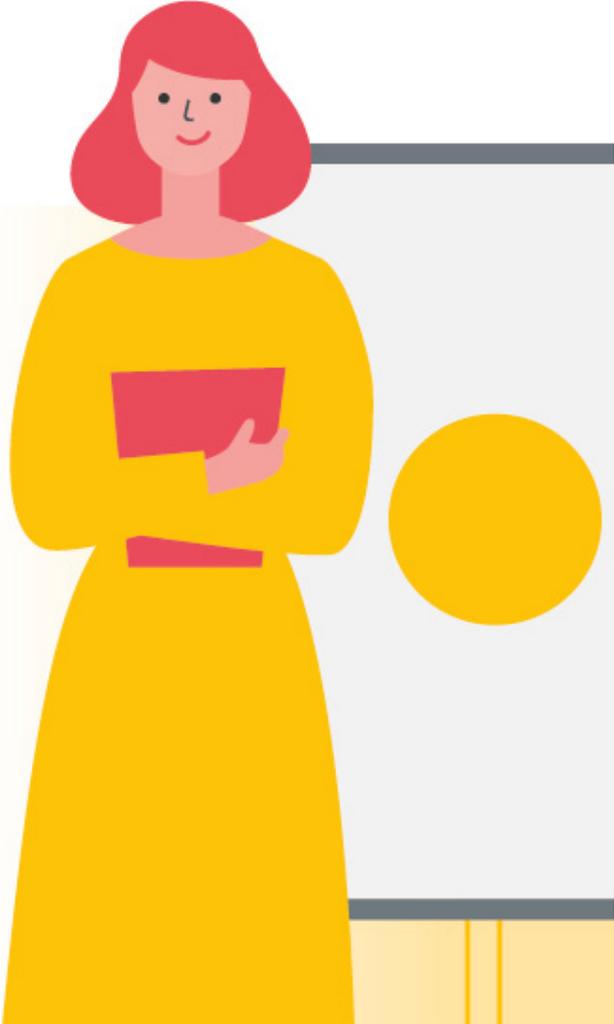


suffolk housing customer charter

Suffolk Housing wants to provide all customers with stand-out services. This customer charter has been developed with residents and sets out the standards of service which you can expect to receive.

Our Resident Scrutiny Panel will regularly review the way we are performing against these standards to make sure that we are keeping our promises to you.

We want all customers to have decent, safe homes and will provide a good quality service to support this.

- For emergency repairs we aim to attend and make your home safe within four hours and complete the repairs within 24 hours.
 - If you have no hot water, we will attend within 24 hours. If you do not have any heating or hot water during the colder months (1 October to 31 March), we will attend within 24 hours.
 - If you do not have heating during the warmer months (1 April to 30 September), we will repair within 20 days. We will provide you with an alternative source of heating until fixed.
 - For all routine repairs, our response time is 10 working days.
 - If you are vulnerable, we will assess how urgent your repair is and talk to you to find the best possible appointment to get it resolved.
 - We will give you a reference number when you report a repair so that you can track progress.
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- We will publish a programme of planned improvements every year. This means you will know in plenty of time if you are scheduled to have a new bathroom, kitchen, boiler, storage heaters or cavity wall or loft insulation.
 - We will publish our grounds maintenance schedule so you know how often grass will be cut and green areas maintained.
 - We will let new customers know the standard of their property before they move in, such as whether it has been decorated and what repairs have been done. We will also provide up-to-date gas and electricity safety certificates.

We want our services to be accessible to everyone. We will treat you with respect, communicate simply without jargon and identify what it is you need, your preferences and how we can support you.

- Our aim is to respond to all correspondence within two working days. On the occasions when this is not possible, we will acknowledge your enquiry and give a date when you will get a full response.
- We will deal with enquiries at the first point of contact wherever possible. If you have a more specialist request, we will direct you to the right person to help.
- Our teams work on Monday to Friday (not on bank holidays) between 8.30am and 5pm. We will advertise any changes to these hours.
- If you report anti-social behaviour, we will talk you through the process, your expectations and – if appropriate – start an investigation within five working days. If it is a serious incident (it involves threats of violence, for example, or the police have been called) we will contact you in two working days to discuss next steps.

We will work with you to give you the chance to influence the decisions that affect your home, community and the services you receive from us.

- We want to improve customer engagement by increasing engagement and scrutiny and building relationships with our customers based on trust.
- We will develop ways to gather feedback by email and digital surveys so that you can share your views on our customer-facing policies.
- We will aim to increase the numbers of customers who influence how we deliver services.

We want to get to know our customers. By listening to your feedback, we can improve how we deliver our services and make informed decisions on issues that affect your home and neighbourhood.

- We want to use the communication tools (post, email, telephone, text and face-to-face) that work best for you while also providing value for money. We will increase the use of email and digital methods, and will use our staff, engaged residents and other community networks to share information with you.
- We will keep you informed about our services and how to access them. This includes increasing the services we provide online.
- When we develop new services we will consult with customers to identify standards so that you know what to expect and can measure how well we are doing.
- We will provide information in different format, such as large print, whenever necessary.
- We will publicise your feedback about how satisfied you are with our services – even if it isn't always good! We will then use your comments to make improvements.





All customers will have simple, clear and accessible routes for raising issues and making complaints.

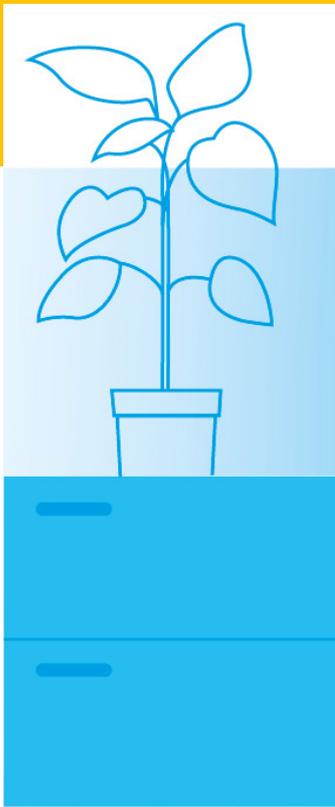
- We will aim to resolve complaints fully within 10 working days. If this is not possible, we will contact you and agree a revised date to provide a full response.
- If you are not happy with our response, you can ask for your complaint to be reviewed by a senior staff member. Our complaints policy, which is available on our website or can be requested by telephone, details what to do and signposts external routes you may wish to take.
- We will analyse complaints and publish any trends to show how we are learning from your feedback.

We want to be transparent about how Suffolk Housing is performing and how we make decisions, as well as giving you the chance to get involved.

- We will publish structure charts showing key people on our website and in our annual report. We will also provide contact details for our teams if you have questions about your home, need a repair or wish to give feedback or make a complaint.
- We will share information about how decisions are made and who our Board members and engaged residents are. We will keep this information updated on our website and send it out by email and with other written correspondence to reduce unnecessary costs.
- We will monitor our performance and benchmark it with similar-sized organisations so that you can see how we compare.

Suffolk
Housing





your responsibilities as a tenant

Understanding and meeting your responsibilities is important to help us maintain high standards and keep these charter commitments. Your responsibilities to us are:

- Paying your rent and service charges regularly and on time
- Keeping your property and garden in good order and carrying out minor repairs which are your responsibility under your tenancy agreement
- Reporting repairs to your home and communal areas and keeping appointments
- Providing access so that repairs, your annual gas safety inspection and other safety checks can be carried out
- Keeping communal areas clear and tidy
- Giving one calendar months' notice when you plan to move and leaving the property clean and free of any bulk rubbish or items for disposal
- Making sure that no anti-social behaviour is caused by you, your family or visitors
- Acting in a considerate and reasonable way towards neighbours and the community and making sure your family and visitors do the same
- Treating our staff and contractors with respect

Suffolk
Housing

This charter will be reviewed regularly to make sure it is accurate, relevant and reflects how we are changing how we work and deliver services to you.