

Our Customer Service Standards

PCHA is committed to delivering excellent customer service to all our residents. This leaflet tells you what level of service you can expect from us.

We aim to provide homes and services we can be proud of. Our customer service strategy is based on three key strategic objectives:

- To provide excellent customer service and best value for residents
- To proactively seek, and respond to, residents' feedback and complaints
- To treat residents as individuals and work positively with them to sustain tenancies.

The following values and behaviours underpin these standards:

- We will communicate in an open, honest and transparent way – no jargon!
- We do what we say we will and keep our promises
- We are people focussed and aim to tailor our approach to the needs of individuals, being responsive and flexible in our approach
- We strive to be proactive, solution orientated and go the extra mile
- We are accountable for our decisions and take responsibility for our mistakes
- We behave in a respectful, fair-minded and non-judgemental way
- We value the individuality and diversity of our residents and communities
- We are inclusive in the way we work and provide fair and equal access to our services
- We aim to build positive relationships with our residents.



Our Customer Service Standards

Contacting us / Our working hours

Our contact details are as follows:

Phone: 020 8659 3055 (all queries)

Email: housing@pcha.co.uk (general/tenancy queries)

repairs@pcha.co.uk (to report a repair)

healthandsafety@pcha.co.uk (to report a health and safety issue)

complaints@pcha.co.uk (to make a complaint)

We have recently changed our working hours and are now accessible to residents by phone or email during the following times:

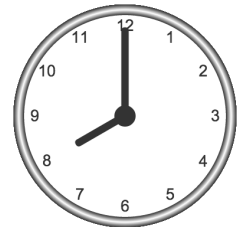
Monday 8am – 5pm

Tuesday 8am – 6pm

Wednesday 8am – 6pm

Thursday 8am – 5pm

Fridays 8am – 4pm



Following the COVID-19 lockdown and in the interests of keeping our residents and staff safe, our office is now open to residents and visitors by appointment only. An appointment can be made with a member of the team by phoning or emailing us as above. However, we are always happy to visit you at home.



When you contact us we will:

- Aim to deal with your query at first contact wherever possible
- Acknowledge your query/message within 1 working day where possible and give a timescale for a full response if we cannot help immediately
- Provide an alternative contact if we are unavailable for more than a couple of days
- Keep you informed of our progress or any delays and provide accurate, timely and relevant feedback throughout
- Give you our name (and contact details) so you know who you are talking to or
- Give you details of who is dealing with your query and how they can be contacted
- Be polite, positive, helpful and respectful at all times
- Respond to enquiries quickly and effectively
- Ensure that any response we send is clear, easy to understand and in a format that meets your needs.



Our Customer Service Standards

Home visits

We will visit you at home if you prefer. Please just ask us.

If we visit you at home we will:

- Make an appointment at a time that is convenient to you
- Inform you as soon as possible if the appointment cannot be kept (and we ask that you do the same)
- Let you know if we are running late
- Leave a card if you are not in
- Always show you identification
- Wear a mask
- Respect you and your home.

HOME VISITS



Communal areas

- We aim to keep all our communal areas safe, clean and tidy
- Where we provide communal services such as cleaning and grounds maintenance, we will regularly monitor standards and review the services to ensure value for money.



Health and safety

- We will carry out annual gas safety checks to all properties with a gas supply. We will give you a copy of the certificate when the check is completed
- We will carry out electrical tests in every home and in communal areas every 5 years
- We will carry out weekly fire safety checks and monthly emergency lighting inspections where legally required
- We will provide information on fire safety on our website and in our newsletter
- We have a dedicated email address for health and safety concerns: healthandsafety@pcha.co.uk. Any concerns raised via this email address will be inspected within 1 working day.



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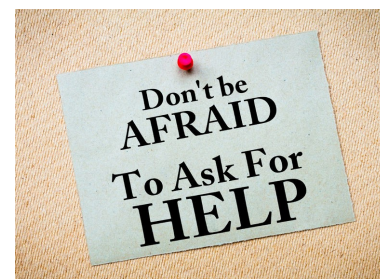
Paying your rent

- When you become a resident, we will tell you when your rent is due and advise you how you can pay your rent. A variety of methods are available
- We will send out quarterly rent statements to all residents and individual rent statements where requested
- We will help with completing Housing Benefit / Universal Credit forms and provide information on welfare benefits where requested. Please let us know if you need any help
- We will provide access to a phone and computer for the purposes of benefit applications. Please contact us in advance to arrange an appointment to use these facilities



Arrears

- We will advise you as soon as possible if you fall into arrears
- If you fall into arrears, we will seek to agree an affordable payment plan with you that you must stick to, and expect you to notify us as soon as possible if you are facing financial difficulty
- We will go through a budget plan with you
- We will signpost you to other advice/support agencies if you are struggling with debt



Repairs

- We provide a 365-day, 24-hour repair service for emergency repairs that we are responsible for (please see the website for details)
- **Emergency** repairs will be dealt with within 24 hours, **urgent** repairs within 3 working days, and all other repairs by the next available appointment
- We will proactively ask for your feedback about our repairs service to help us improve
- We will normally decorate the outside of your house every 10 years depending on survey



Our Customer Service Standards

Adaptations

- PCHA may be able to fund minor adaptations, such as lever taps or grab rails, where the cost is less than £500
- For major adaptations we will support applications for grant and will not unreasonably withhold consent for works.



New lettings

- All new residents will be provided with a copy of their **Tenancy Agreement**
- We will explain the agreement at the time of letting and ensure you understand your rights and responsibilities as a PCHA resident
- We will visit new residents in their home 6 weeks after the start of their tenancy, and at least once more during the first year of tenancy.

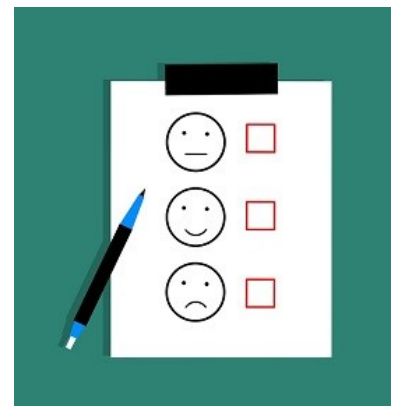


Resident involvement

We welcome and encourage you to get involved with PCHA in a variety of ways. These include:

- Partnership Board
- Resident satisfaction surveys
- Consultation events/focus groups
- Repairs feedback surveys
- Events held throughout the year
- Board membership.

Other ways to get involved will be regularly communicated via our newsletter, website and mail outs. Please get in touch if you would like to find out more.



Our Customer Service Standards

Anti-social behaviour

- We take reports of anti-social behaviour (ASB) seriously and will investigate them promptly and impartially
- Where there are minor incidents of ASB, we will encourage residents to talk to the other party first
- We also offer support to victims working in partnership with Victim Support or other agencies
- **For more details regarding our ASB policy, please request a copy of our ASB leaflet.**



Complaints

We aim to do things correctly and appropriately but we acknowledge that sometimes things go wrong. We welcome complaints in order to review and improve our services.

- We will talk to you to identify a resolution within 2 working days
- We will treat all complaints seriously and handle them fairly
- We will deal with complaints as quickly as possible and within the timescales agreed with you
- **For full details of our complaints policy, please request a copy of our Complaints leaflet.**



Scrutinising our performance

We will monitor the quality of our services via:

- Internal audits
- Scrutiny meetings to enable you to challenge us about our performance
- Setting annual performance targets that are monitored quarterly by our Board and published with the relevant results on our website, in every newsletter and in our Annual Report
- Phone surveys—we may phone you to ask you for feedback on your experience.



In addition to our own Customer Service Standards, PCHA has signed up to a nationwide charter called **Together with Tenants**.



Together with Tenants has been developed by the National Housing Federation – the membership body for housing associations in England. It aims to strengthen the relationship between tenants, residents and housing associations. More specifically, Together with Tenants aims to ensure tenants and residents know what they can expect from their landlord.

The 6 Together with Tenants Charter commitments

- 1. Relationships** – housing associations will treat all tenants and residents with respect in all of their interactions. Relationships between tenants, residents and housing associations will be based on openness, honesty and transparency.
- 2. Communication** – tenants and residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.
- 3. Voice and influence** – views from tenants and residents will be sought and valued and this information will be used to inform decisions. Every individual tenant and resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.
- 4. Accountability** – collectively, tenants and residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect their homes and services and the quality of homes and services they provide.

The 6 Together with Tenants Charter commitments (continued)

5. Quality – tenants and residents can expect their homes to be of good quality, well maintained, safe and well managed.

6. When things go wrong – tenants and residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Tenants and residents will receive timely advice and support when things go wrong.



For further advice or information:

Contact us on **020 8659 3055** or email **housing@pcha.co.uk**.

