



# Derby Homes

## Customer Service Standards

To deliver a high quality housing service for Derby

### **Introduction**

Derby Homes is committed to delivering good customer service.

The Customer Service Strategy explains how

- customers can best access our services
- we will communicate with customers
- we will support customers to access our website and social media
- we will enhance customer service to support the most vulnerable customers

Our Customer Service Standards set out the level of services you can expect from us.

We have set clear, meaningful service standards in consultation with our tenants and leaseholders. We will publicise the standards and our performance against them

By working in partnership with Derby City Council and other partners, we aim to provide an enhanced customer experience through better access to services, greater choice and greater flexibility for all our customers.

These standards apply to everyone working at Derby Homes and also our contractors.

We will review our standards with customers every two years.

### **Our objectives**

To provide excellent customer service and deliver a consistent, high quality service.

Customers can access services in a number of different ways. Using the Derby Homes website will provide the most efficient and timely way of accessing services in all cases except reporting emergencies.

Options are available for vulnerable customers who are not able to access our services via the website.

We will monitor this through:

- analysis of complaints
- mystery shopping
- number of people visiting Derby Homes Offices
- response times to email enquires.

We will give staff ownership and responsibility, our team members will be:

- helpful
- polite & courteous
- knowledgeable & trained in their duties
- open and honest and ensure that information we are providing is accurate,
- provide professional advice

We will work to improve the information we have about our customers so that we can tailor services to individual needs and remove any barriers that might exist.

Work with partner organisations to provide help and support to our vulnerable customers.

Treat customers with dignity and respect their individual needs when they contact us

Tell customers about our services, the help that's available and how they can get the most out of the services we provide.

Use language that is easy to understand and provide information as clearly as possible

Encourage customers to provide feedback through various methods of communication

Listen and learn from our customers to continually learn and improve our services. Promote new services through the website and other publications.

## **Contacting us**

We will:

Provide choices of information and communication, via a wide variety of channels including face to face, telephone, email, website, social media and public meetings.

Be sensitive to your needs and not discriminate against any customers.

Maintain confidentiality at all times.

You can contact us by all electronic means at all times. All enquiries are dealt with by our Customer Service Team, we are available 8 am to 5 pm Monday to Friday.

Outside of these times, Derby Carelink will deal with emergency repairs or urgent housing enquiries, call 01332 642202.



### **Derby Homes Website**

Find important, useful and up to date information and advice at [www.derbyhomes.org](http://www.derbyhomes.org). You can also apply for services online and download forms and leaflets.

You can contact us via our website 24 hours a day, 365 days a year to:

- Submit a comment
- Give us a compliment
- Make a complaint
- Claim compensation
- Report a change in your circumstances
- End your tenancy
- Request permission to carry out work to your home
- Request an appointment
- Report Anti-Social Behaviour
- Make a general enquiry
- Query an existing repair
- Query your rent account
- Request information about the Home Release Scheme
- Make Freedom Of Information or Data Protection Requests
- Request a rent card
- Apply for a garage.

You can:

Translate text, change font size and get information in audio through the website using the BrowseAloud facility



We will aim to acknowledge respond to requests within 2 working days

## **Derby Homes Dashboard**

You can:

- Report a repair
- View your rent account
- Check repairs progress
- View upcoming improvements to your property

To register go to <http://www.derbyhomes.org/my-derby-homes>

## **Contact us by email**

Send your enquiry to [ContactUs@derbyhomes.org](mailto:ContactUs@derbyhomes.org)

We will respond to emails within 2 working days, responses will be between 8 am and 5 pm Monday to Friday.

## **Social Media**

Contact us via:

[www.facebook.com/derbyhomes](http://www.facebook.com/derbyhomes)

or

[www.twitter.com/derbyhomes](http://www.twitter.com/derbyhomes)

## **Call the Customer Service Team**

If you need to speak to somebody, our Customer Service Team are available by phone 8 am to 5 pm Monday to Friday to provide advice and assistance. We aim to resolve the majority of enquiries through a single phone call. You can contact us on issues such as:

- Reporting anti-social behaviour
- Repairs reporting and enquiries about existing repairs
- Rent account information
- Estate environment and grounds maintenance issues
- Property improvement programme
- Lettings and allocations enquiries
- General information on any of our services.

Other services that complement our Customer Service Team include:

- Pay rent on automated telephone system
- Apply for a property through Derby Homefinder

Tenants contacting Derby Homes can expect to have a conversation about rents and rent payments if they are in arrears.

We will:

- Aim to resolve the majority of enquiries through a single phone call.
- Answer your call with a greeting suited to the time of day.
- Tell you the name of our organisation and the person answering the call.
- Ask if there is 'anything else I can help with today'.
- Check & update contact details including email addresses and any other relevant information.
- Return your message within 1 working day.
- Respond to emails, requests via social media and our website within 1 working day.
- Respond to complaints within 10 working days.
- Use translators if required.

When you visit our offices we will:

- Clearly signpost our offices and provide directions on our website
- Clearly display opening times and give 10 working days notice of any office closures for training or holidays
- Wear name/ID badges when we are in the office
- Ensure offices will be clean, tidy and accessible and have relevant and up to date information on display
- Display photographs of key team members
- Offer you an interview in a private interview room or in your home when you wish to discuss confidential or sensitive matters
- Provide a free phone service so you can phone other Derby Homes and Derby City Council services
- Provide access to computers for online rent payments, ordering of repairs and access to other services
- Make additional services available if required, such as hearing enhancements and translation services
- Make an appointment and give you details of where and when the meeting will take place, prior to your visit.

When we visit you in your home will:

- Wear name/ID badges when visiting you at home
- Meet any specific requirements, for example you need an interpreter, we will arrange this as soon as possible
- Leave a calling card asking you to contact us so we can arrange another appointment, if you are not at home
- Keep appointment dates and times; we will inform you if we are not going to be able to keep an appointment
- Pay compensation if we miss an appointment.

We can provide vulnerable tenants with a named support officer from one of our specialist teams, if required. Support officers will help tenants access services in a way that is most appropriate to you.

## Keeping you informed

We will be open and honest in all our information. We will:

- Provide a range of information through our newsletter, website and social media
- Contact you by SMS, email, telephone, letter or in person to notify you about specific issues
- Produce an online annual report of our performance
- Provide access to our website by providing computer equipment in Local Housing Offices, the Customer Service Centre at the Council House, community rooms and tenants' and residents' groups
- Ensure that important leaflets and documents are up to date, understandable and concise.

**Like** our Facebook page



[www.facebook.com/derbyhomes](https://www.facebook.com/derbyhomes)

**Follow** us at



[www.twitter.com/derbyhomes](https://www.twitter.com/derbyhomes)

## Feedback and Complaints

We are committed to working with you to continuously improve our services and welcome all feedback and complaints from anyone who receives a service from us.

Your feedback is very important so we can see if there is a particular area of our service that needs to be improved, please let us know if you have a suggestion on how we might improve services, or if we have fallen short of your expectations; or fallen short of the standards we have set ourselves

We will:

- Make it easy for you to tell us if you are not happy with the service
- Request feedback on services via SMS
- Take all complaints seriously
- Deal with formal complaints quickly, fairly and consistently
- Acknowledge complaints in writing within 2 working days
- Offer a resolution to your complaint within 10 working days or keep you informed if we are unable to do so
- Inform you of your rights to appeal if you are not satisfied with our decision

- Use feedback to have a positive impact to improve our service delivery.

Of course, it's nice to know when things have gone really well too! Let us know and we will make sure your comments are passed on to the individual concerned.

You can help us provide the best possible service by:

- Telling us when you need something explained differently
- Providing feedback with full and accurate information
- Telling us promptly of any changes in your circumstances
- Keeping appointments or letting us know as soon as possible if you need to cancel
- Making sure you use our correct correspondence address, telephone numbers and contact details
- Letting us know when you can be contacted
- Clearly explaining the nature of your enquiry or request
- Treating our staff and contractors with dignity and respect, we do not tolerate abusive language or threatening behaviour. We may be unable to deal with your enquiry if this happens.

### **Data protection**

All requests for personal information will be dealt with within 40 days of receipt, in line with current legislation.

Generally only Derby Homes has access to the personal data we hold, however there are circumstances where we will disclose relevant data to others, including other social landlords, local authorities, Government departments, the police and our contractors.

You are also entitled to see the information which we hold about you, subject to certain exceptions under the Data Protection Act 1998, and we will supply this should you require it. The best way to obtain this information is by completing a request via the website or in writing to the Governance Team, 839 London Road, Derby, DE24 8UZ.

### **Disclaimer**

This is not a legal document. The service standards in this leaflet are targets that Derby Homes will aim to meet. The legal rights of Derby Homes tenants are set out in our tenancy agreement and any relevant legislation. These performance standards do not create any additional rights.