

# ST LEGER HOMES CUSTOMER CHARTER



Our tenants, the main customers of St Leger Homes, have helped us to create this charter to make sure it contains service standards that are important to customers. All of our staff have committed to deliver the standards that this charter sets out and to deliver excellent service to our customers.



## Themes

### People

- Respectful and helpful engagement
- Effective handling of complaints

## How will we do this?

All staff and contractors will:

- Be helpful, respectful, courteous, polite, friendly and professional
- Keep our promises and do what we say we will
- Treat you as an individual, with respect and decency without discrimination

## What does success look like?\*

- 98% of customers thought staff and contractors were polite and respectful (measured by our transactional surveys)
- 95% of written enquiries, complaints and compliments are responded to within 10 working days
- % of complaints received about broken promises



### Homes

- Keeping properties in good repair and maintaining building safety

We will:

- Carry out necessary work to help you feel safe in your home
- Do our best to get it right first time, every time
- Always aim to offer you an appointment that is most convenient to you within the operating hours we deliver our services


- Damp and mould inspections raised during the quarter completed in target
- 95% of customers satisfied with their new home
- 88% of tenants satisfied with the most recent responsive repair carried out (measured following completion of repair)
- 98% of repairs appointments made and kept

*\*All targets set by the regulator for social housing's Tenant Satisfaction Measures unless otherwise stated*

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	How will we do this?	What does success look like?*
<b>Communities</b>  <ul style="list-style-type: none"> <li>Responsible neighbourhood management</li> </ul>	<p>We will:</p> <ul style="list-style-type: none"> <li>Work with other agencies to make a positive contribution to your neighbourhood</li> </ul>	<ul style="list-style-type: none"> <li>95% of low risk antisocial behaviour reports responded to within five working days</li> <li>95% of medium risk antisocial behaviour reports responded to within three working days</li> <li>90% of high risk antisocial behaviour reports responded to within one working day</li> <li>60% of customers satisfied with the way their antisocial behaviour complaint was handled (measured by transactional surveys)</li> </ul>
<b>Partnerships</b>  <ul style="list-style-type: none"> <li>Informing, involving, consulting and collaborating with you on service delivery</li> </ul>	<p>We will:</p> <ul style="list-style-type: none"> <li>Ask for and listen to your views to help inform the decisions we make and to improve our service</li> <li>Aim to deal with enquiries quickly and effectively with knowledgeable staff</li> <li>Be easy to contact using your own preferred method</li> </ul>	<ul style="list-style-type: none"> <li>Make assessments of tenancy support needs and respond to all referrals within 12 working days</li> <li>88% of customers satisfied that the person they spoke to had the knowledge or information to resolve your enquiry at the first point of contact</li> <li>100% of policies that require Board approval discussed at our One Voice Forum</li> <li>90% of calls answered within 150 seconds</li> </ul>

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