

Customer Charter - Our promise to you

Our Commitment

Sentinel Housing Association is fully committed to providing excellent services and placing your needs at the heart of what we do.

Communication and Access

- Introduce ourselves when we speak to you and wear name badges when we meet you.
- Provide a free phone number 0800 195 5515 - 24 hours a day, (if you use a mobile phone please call 0300 666 5515, it's cheaper)
- Provide a fully trained Customer Service Centre which is open from 8.00am to 5.30pm Monday to Thursday and from 08.00am to 4.30pm on Friday.
- We will endeavour to answer 90% of all calls within 15 seconds.
- Seek to solve your query on first contact with us.
- Respond to all phone messages by the next working day.
- Answer all letters and emails within 10 working days.
- Make someone available to see you within 15 minutes of your arrival at our offices if you do not have an appointment, yet need to see someone urgently.
- Arrange appointments at a convenient time and location to suit you.
- Provide an on-line website for key service areas and customer information.
- Offer choices with which to pay your rent such as direct debit / Allpay / by telephone using a debit card / in person at both receptions / standing order.
- Employ a Debt and Welfare Officer to provide advice on how you can manage your finances.
- Provide you with the opportunity to receive impartial advice from a CAB worker based in our offices two days per week.
- Offer a repairs service from 8.00am to 5.30pm Monday to Thursday, from 08.00am to 5.00pm on Friday and 8.00am to 12.00pm on Saturday.
- Implement an appointment system to enable you to book your appointment at the time of your call.
- Provide a range of opportunities to have your say in how your services are delivered.
- Develop the role of a Customer Liaison Officer for repair services in partnership with our contractor, Mitie.

How we will conduct our business

We will:

- Be polite and treat you with respect.
- Listen and take on board, involve and consult with you to improve services.
- Treat everyone fairly and equally, recognising and valuing diversity.
- Encourage you to let us know when we get it wrong, and deal with your complaints positively, fairly and as quickly as possible.
- Provide you with a wide range of easy to understand information about our services and provide communication support for customers with language, sight or hearing difficulties.
- Provide a high quality and timely repair service.
- Promptly respond and take action when you report anti-social behaviour.
- Prevent rent arrears by taking firm, yet fair action.
- Work with you and other agencies to look after your neighbourhoods helping to keep them green, clean and safe to use.
- Keep you informed by producing **Sentinel Community Spirit Magazine** three times a year.
- Offer you choices within our services.
- Provide you with help, support and advice on how to sustain your tenancy.

Our expectations of you:

You will:

- Treat staff and contractors with respect and courtesy.
- Tell us if you are unhappy with our service.
- Allow us access at least once a year to service your boiler, and for all other safety matters.
- Keep your appointments with us, or let us know if you need to rearrange.
- Uphold the terms of your tenancy agreement and do not cause, or allow relatives or visitors to cause a nuisance to other people and neighbours.
- Pay your rent regularly and on time.
- Live in your property as your main home.
- Look after your property and report repairs that are the responsibility of the Association immediately.
- Give us feedback to enable us to improve services.
- Keep us up to date with contact details.
- Contact us with ideas and suggestions on how we can improve.

We will monitor and measure our service promises, and report the outcomes quarterly.

If you would like

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in large print, braille or translated please contact the
Customer Service Centre on
0800 195 5515 from a landline and
0300 195 55145 from your mobile.

