

Customer Services Policy

Mount Green Housing Association is committed to providing high quality services to all customers.

All staff and agents acting on behalf of Mount Green Housing Association will be required to treat all customers equally and with courtesy and respect.

In order to ensure that Mount Green Housing Association's service standards reflect the needs of its customers, we shall undertake regular surveys of our customer's views, as well as set performance targets by which to measure how well we are doing.

All areas of service delivery will be subject to service reviews under Mount Green Housing Association's Best Value strategy. Specific services will be subject to regular review and consultation with tenants.

Access to Services

Mount Green Housing Association operates in 7 local authorities throughout Surrey and Kent. In order to give tenants access to staff in order to deal with queries, etc. we shall:

- provide a telephone enquiry service 9am - 5pm Monday to Friday and an out of hours emergency telephone service 5pm - 9am Monday to Friday and at weekends - we shall aim to answer all telephone calls within 7 rings
- where we provide residential caretaking services, such services will be available Monday - Friday, 9am-5pm
- provide residential and/or mobile warden services to tenants of sheltered housing schemes, Monday to Friday 9am-5pm, with an emergency alarm service 5pm-9am Monday to Fridays, at weekends and during planned absence of staff
- We are proposing to provide estate offices for estates with 50 plus units with housing surgeries run on a weekly basis
- We are proposing to provide dedicated housing services enquiries staff at our head office, able to respond to all general service queries during the hours 9am – 5pm, Monday-Friday.

Correspondence

Written enquiries will be responded to as follows:

- all general enquiries will be responded to within 20 working days
- all letters received from a Councillor or MP will be responded to within 10 working days
- all formal complaints will be responded to within 10 working days (a copy of Mount Green's Complaints Procedure is available on request)

Tenancy Management and Estate Services

The following policy and procedures set down performance standards for the effective delivery of tenancy management:

- arrears control
- nuisance and harassment
- allocation of property

We are proposing to ensure that all tenants receive a written statement of all services they receive, their frequency and the standard to which they will be undertaken, as follows:

- caretaking and cleaning
- garden maintenance
- community alarm services

Full copies of the policy, procedure and service standards will be made available on request and summaries will be made available to all tenants as part of the tenants handbook.

Repairs and Maintenance

The following areas of service are subject to specific performance standards

- day to day repairs
- tenants' right to repair
- tenants' right to compensation for improvements
- tenants' right to undertake improvements
- consultation/information timescales for major and planned maintenance

Full copies of the above policies and procedures will be made available on request and summaries are available to all tenants as part of the Tenants Handbook.

Publication of Information

We are proposing to make available information on Mount Green's services in a range of languages, tape and Braille formats.

Performance Monitoring and Publication

Performance monitoring of service delivery is undertaken by

- the Management Board of Mount Green and its sub-committees
- the Housing Corporation
- our local authority partners

It is proposed to introduce the following groups who will also monitor the standard of service delivery:

- the Tenant Forum/Board of Mount Green
- service review groups

Performance information will be published and measured

- in the tenants newsletter
- by comparison with our Housing Association peers
- by regular tenant and stakeholder surveys