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Supported Housing

Customer Service Standards



SH0050

This leaflet tells you, our tenant and customer, what level of service you can expect to receive from us.

Being a tenant in a sheltered scheme can be daunting, there may be many things to remember and questions you want to ask. Your Housing Support Worker can help you with most of your queries. If they cannot answer your question they can tell you who to contact, or they will contact that person for you.

The following details tell you a bit more about the standards we have set to provide you with a quality support service:

- **Repairs reporting**

If a member of our team visits you and you have a repair to report, they will report it for you immediately to our Customer Services Team.

- **Consultation**

We will ensure that we consult with you over important issues that affect you and your home. We will ensure that you are given a proper explanation of any such issues with the opportunity to ask questions and find out more.

- **Housing Support Worker visits**

Housing Support Worker will contact you Monday to Friday whilst they are on duty. The Call Centre will contact you at weekends.

- **Identity cards**

All staff will carry proper identification at all times. Please make sure you ask to see it if you do not know the person visiting before letting them into your home.

- **Guidelines on working behaviour**

'Treat others the way you would want to be treated'. This is the approach all staff at Spire Homes will adopt.

- **Responding to your general letters**

We will acknowledge your letter within 5 days, with a full reply by 7 working days.

- **Dealing with problems and complaints**

Any problems and / or complaints will be dealt with promptly and fairly. Where necessary Spire Homes' formal complaints procedure will be followed. A leaflet on this procedure can be found in your welcome pack.

- **Pull-cord testing**

We will ensure that the pull-cords and equipment in your property are tested at least once a month.

- **Health and safety**

We will all ensure that health and safety regulations are followed at all times. We will advise you of any concerns we have about your health and safety. You can also inform us of any concerns you may have.