

SERVICE CHARTER

Salvation Army Housing Association

Customer Services Centre
33/35 Chorley New Road, Bolton, BL1 4QR

Phone 0800 970 6363

Fax: 01204 375768

Email: servicecentre@saha.org.uk

Registered Offices: Barber Surgeons Hall, 1A Monkwell Square, London, EC2Y 5BL

**Our Commitment
To You**

Communication & Involvement.

- Staff will have ID cards, give their name, be polite, respectful and professional.
- Customer Service Centre opening times/contact details will be provided to all.
- When you ring us we will try to resolve your query quickly.
- We will provide an out of hour's message service or an alternative contact.
- When you write or leave a message we aim to reply promptly.
- Our replies will be clear and easy to understand.
- Home visits will be arranged promptly, priority being with the most vulnerable.
- We will give as much notice as possible if we need to postpone appointments.
- Translation and interpretation services are available to all our customers.
- We will provide varied opportunities for you to be involved and consulted.
- We will listen to you when making decisions and providing choices.
- We will produce an Annual Review of how we performed each year.
- We will send you a rent statement four times a year.
- Paper or electronic copies of all policies will be available upon request.

Our Rents, Repairs & Estates Services.

- We aim to regularly review and maintain rents at affordable levels.
- We will give you information on your rents and local comparisons annually.
- When requested, details of service charges will be made available promptly.
- We aim to offer as many payment options as possible.

- When needed, we aim to offer appropriate debt and benefits advice.
- We aim to deliver quality repairs.
- We will meet our statutory responsibilities to ensure your home is safe.
- When you report a repair, we will let you know if it is your responsibility.
- We will make safe or provide arrangements to emergencies within 24 hours.
- Harassment and anti-social incidents will not be tolerated and action will be taken against perpetrators with appropriate support provided.
- We will enforce the terms of the tenancy agreement.

Maintaining standards and putting things right when they go wrong

- We aim to provide value for money and quality services.
- We will monitor our performance and compare it against expected standards.
- We will review our services to ensure they meet resident expectations.
- We will investigate and respond to all complaints.
- Compensation will be offered where there has been a failure in service.

Confidentiality & Equal Opportunities for all

- We will take positive action to ensure that we benefit from diversity, both as an employer and as a provider, by facilitating access to the widest cross-section of the community.
- All information will remain confidential and where required authority will be requested before passing onto a third party
- We will work to challenge and prevent any discrimination.