

# Our offer to you

Setting out our service standards



**We want to make sure that we provide excellent services and that these services meet your needs. This leaflet sets out our service standards – our local offer to you.**

Black Country Housing Group strives to provide an excellent service to all of its customers. We have consulted with you in a number of ways over the past months so that we can shape our services to meet your local priorities. Our offer to you covers four key areas:

1. Customer Service
2. Home
3. Neighbourhood and Community
4. Involvement & Empowerment

As a resident you also have responsibilities. These are set out in your tenancy agreement.

## **1. Customer Service**

To ensure we understand and respond to the diverse needs of our customers, we will:

- Treat all customers fairly and with respect
- Communicate with you by your preferred method, including using an interpreting service if English is not your first language
- Assist customers in need of minor aids and adaptations to their homes, and where more complex adaptations are required, help gain access to appropriate funding
- Return phone messages within one working day and reply to correspondence within five working days
- Welcome your comments, complaints, and compliments, and learn from them

## **2. Home**

To ensure we provide quality accommodation and an excellent repairs and maintenance service, we will:

- Ensure that emergency repairs are completed within 24 hours, urgent repairs within 7 days and routine repairs within 28 days, and at a time convenient to you (where possible)
- Make sure appointments made for repairs to your home are kept
- Achieve high levels of customer satisfaction in relation to quality of work
- Make sure that when we offer you a property we provide you with details of the terms and conditions of your tenancy, information about your home and information about local amenities
- Make sure our properties meet the agreed standard when let and provide a copy of this to you
- Send you a quarterly rent statement and write to you each year about any changes in the amount of rent you have to pay

## **3. Neighbourhood and Community**

We are committed to ensuring our neighbourhoods are clean, tidy and a place where people choose to live. Therefore, we will:

- Invite you to attend estate inspections and work with you to make sure that your estate is clean, safe and secure
- Maintain high quality cleaning and grounds maintenance services
- Provide service charge details and works specifications to you once a year
- Investigate all reported incidents of anti-social behaviour or nuisance
- Work with you and appropriate partnerships such as the police, local authority and voluntary groups to help tackle and prevent anti-social behaviour
- Respond to all reports of harassment and domestic violence within 24 hours

## **4. Involvement & Empowerment**

We want to make sure our tenants have a wide range of opportunities to get involved as well as being involved in monitoring our performance. We will:

- Take your views into account and provide different ways and opportunities for you to participate and influence our services
- Attend and support local tenant and community meetings
- Work with the Tenants' Editorial Panel to produce quarterly informative tenant newsletters
- Seek tenants' views using a variety of methods including surveys and customer focus groups and feed back results into improvement plans
- Give tenants the opportunity to scrutinise our performance by establishing and supporting a tenant scrutiny panel

### **How you will know if we have met our standards**

To ensure that our service meets the standards set out in 'Our offer to you', we will:

- Analyse all comments, complaints and compliments
- Obtain your views through satisfaction surveys
- Undertake mystery shopping through an independent auditor to test the service

Your views will help us to improve our service to you. So that you know what all of our customers have said about us, we will:

- Publish our performance results on our website and in the tenants' magazine every quarter
- Produce an annual report and send a copy to you
- Report the conclusions of the Tenants' Scrutiny Panel to the Group's Board every year
- Report annually to the Group's Board the conclusions of the Tenants' Scrutiny Panel

Our offer to you - this is our commitment to you about the services we deliver. It tells you clearly what you can expect from us and how you can get involved in a number of ways.



## **Need help using our services?**

If you are deaf or hard of hearing, all of our offices have hearing loops – please ask our receptionists. These help you hear more clearly and reduce background noise if you use a hearing aid or loop listener. If you would like a hearing loop for a meeting, let us know beforehand. If you are blind or partially sighted we can give you information in large print, on audio tape or in Braille. Please phone 0121 561 1969 to discuss your needs with us. If your first language isn't English, we can provide an interpreter either to help you over the phone or in person.

## **How to contact us:**

- Phone: 0121 561 1969
- E-mail: [housing@bcha.co.uk](mailto:housing@bcha.co.uk)
- Website: [www.bcha.co.uk](http://www.bcha.co.uk) (fill in our online form)

**Black Country Housing Group Ltd**  
**134 High Street**  
**Blackheath**  
**West Midlands**  
**B65 0EE**

- You can also write to us at the address above
- You can also call in to our offices at the same address