

Customer guarantees...

our promises
to you



Introduction

In 2011 Dale & Valley Homes introduced our first customer guarantees, promises we made to our customers about the standard of service they can expect from us.

Customers were closely involved with the development of the guarantees, telling us the things that they thought were most important.

We have now had a chance to look at the guarantees a second time and, again with the help of customers, we have made them more relevant and more customer-focused.

We have also put together a list of those things we can measure to show you how well we are meeting these promises.

This leaflet contains the customer guarantees for 2012. They will be our guarantees to you for the next three years until 2015.



Customer involvement

What we will do

- Promote the opportunities for you to get involved with our services.
- Let you know what happened as a result of your involvement.



What we will measure

- % of customers satisfied with the different ways they could be involved with our services.
- % of customers satisfied that we listen to their views and act upon them.
- % of customers satisfied with feedback given following their involvement.

Communication

What we will do

- Ensure all documents we send you are easy to read and understand.
- Answer the telephone promptly and politely.
- Ensure all complaints are resolved within the following time frames: 7 calendar days to resolve customer feedback and 14 calendar days for formal complaints.



What we will measure

- % of customers who find our publications easy to understand.
- % of customers who felt their call was answered promptly.
- % of customers who felt their call was answered politely.
- Average number of days to resolve a complaint (customer feedback).
- Average number of days to resolve a formal complaint.
- % of customers satisfied with the outcome of their complaint.

Anti-social behaviour

What we will do

- When we are investigating a case of anti-social behaviour we will produce a plan of action with you which will agree how and when we keep you informed of progress.



What we will measure

- % cases for which an action plan has been agreed.
- % of customers who felt Dale & Valley Homes had clearly explained what they would do in their case.
- % of customers who felt Dale & Valley Homes had kept them informed of the progress of their case.

Tenancy management

What we will do

- Send all customers a statement of their rent account 4 times a year, with a letter giving contact details for their neighbourhood officer.
- Give all new tenants information at the start of their tenancy which will tell them about our services.
- Inform you of the different ways to pay your rent.
- Any Dale & Valley Homes customer who tells us they want or need money/debt advice will be contacted by the Citizens' Advice Bureau within 7 calendar days of their referral.



What we will measure

- % of customers who felt their rent statement was easy to understand.
- % of customers satisfied with the information provided by staff when signing up for a property.
- % of customers satisfied with the different ways to pay their rent.
- % of referrals which the CAB has contacted within 7 calendar days.
- % of customers satisfied with the CAB service.

Neighbourhood management

What we will do

- Undertake an inspection in your neighbourhood as per the programme (weather permitting).
- Publish outcomes of issues which have been raised within your neighbourhood.

What we will measure

- % of neighbourhood inspections completed.
- % of customers satisfied with their neighbourhood as a place to live.
- Number of relevant articles published in Dale Mail.
- % of customers satisfied with being kept informed about things that might affect them.

Allocation of properties

What we will do

- Provide you with details of how the Durham Key Options scheme works when you apply for a new home.
- Confirm your housing registration within 7 calendar days of receiving your fully completed application form and provide more information on how Durham Key Options Works.
- Any minor repairs reported to us within the first 2 weeks of your tenancy will be fast-tracked and completed within 7 calendar days of reporting or by appointment to best suit the customer.

What we will measure

- % of customers satisfied with the literature given to them when they apply for a new home.
- % of applications registered within 7 calendar days.
- % of fast-tracked repairs completed on target.
- % of new tenants who found Dale & Valley Homes was responsive in addressing any problems soon after moving in to their home.



Running a good repairs service

What we will do

- Carry out all emergency repairs within 24 hours
- Arrange a convenient appointment with you when carrying out routine repairs within 30 calendar days
- Undertake all repairs at the first visit.


What we will measure


- % of emergency repairs completed within 24 hours.
- % of routing repairs completed within 30 calendar days.
- Number of appointments kept as a % of appointments made.
- % of customers satisfied with being told when workers would call.
- % of customers satisfied with the time taken before work started.
- % of repairs completed on first visit.


Home standard


What we will do

What we will measure

-  Provide you with details of the improvement works to be undertaken in your home and keep you regularly informed of progress.

-  Complete improvement works to your property within 28 calendar days.

-  Correct any faults with improvement works within 14 calendar days of them being reported.

-  Agree a support package with vulnerable customers to ensure they can cope with any improvements made and that the improvements are adapted to their particular needs.

■ % of customers who felt they were kept informed before, during and after the improvements.

■ % of homes completed within 28 days.

■ % of faults corrected within 14 days.

■ % of customers satisfied with the contractors' response to faults which occurred as a result of the work.

■ % of cases for where a support package has been agreed for vulnerable customers.



When visiting to work on your home

What we will do

What we will measure

- Let you know who we are and why we have come. ■ % of customers who were shown identification from staff/contractors when visiting their home.

- When we finish the work we will leave your home clean and tidy. ■ % of customers satisfied that dirt and mess were kept to a minimum.

- Be polite, friendly, knowledgeable and courteous at all times. ■ % of customers satisfied with the attitude of workers.



Contact us

If you have any queries about these guarantees please contact us in one of the ways below.

Freephone 0800 083 0333 or,
if calling from a mobile,
0300 2000 194
Switchboard: 01388 770979.

Fax: 01388 770977

Minicom: 01388 770971

e-mail us at: info@daleandvalleyhomes.co.uk

visit us at our offices at:

Dale & Valley House

27 Longfield Road

South Church Enterprise Park

Bishop Auckland

DL14 6XB

