

**CUSTOMER CARE**

**ASSISTANCE AUX CLIENTS**

**ASSISTÊNCIA AO CLIENTE**

**OBSŁUGA KLIENTA**

خزمهتکردنی خزمهتخواز

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TENANT APPROVED



Our customers are at the centre of our service. Our services aim to be accessible and professional, with staff treating customers fairly and with respect.

A 'national conversation' in 2009 asked thousands of tenants from across the country what standards of service they thought landlords like us should offer their tenants.

**As a minimum, tenants have said they want services to:**

- provide choices, information and communication that is appropriate to the diverse needs of tenants in the delivery of all services;

- have an approach to complaints that is clear, simple and accessible;
- ensure that complaints are resolved promptly, politely and fairly; treat all tenants with fairness and respect; and
- demonstrate that they understand the different needs of their tenants.



From what you have told us in the past, Aire Valley Homes' customers want exactly the same things. All our services, and all your day to day dealings with us will follow these principles.

So that all our customers can access our services we offer a range of ways you can contact us. This includes by telephone, face-to-face, over the internet or in writing.

**No matter how you contact us, we will:**

- be polite, professional and helpful and aim to resolve your enquiry right first time;
  - deal with personal information confidentially, providing private interview arrangements if needed;
  - offer appointments for personal meetings both in offices and in your home;
  - make personal information and records available to you, as required under the Data Protection Act;
  - understand your communication needs, providing translation and interpretation on request;
  - make available on request any different formats such as large print, Braille or audio tape or cd;
  - maintain an easy to use website with adjustable text size, read aloud software and an electronic translation service;
- provide a formal complaints process for you to use if you are not happy with our services; and
  - encourage feedback about our services so we can learn from your feedback each time you interact with our service (more information on how you can give us feedback and influence our services is in our Customer Involvement leaflet).



## Our service standards are to:

- provide a daytime telephone call service that will answer 96% of calls within an average of 40 seconds;
- resolve 80% of all your enquiries the first time you tell us about them;
- see 90% of our customers who visit One Stop Centres and Housing Offices within 15 minutes;
- get back to you by the end of the next working day so you are aware of the next steps and who is dealing with your enquiry;
- respond to all written correspondence including emails within 10 working days. If a full reply is not possible, we will tell you within the 10 working days what progress we are making;
- acknowledge formal complaints within 3 working days and investigate and respond to them within 10 working days. This response will tell you about timescales for further stages if you feel we have not addressed the issues of your complaint properly; and
- produce a newsletter every three months to keep you up to date about our service.



## Recognising diversity

We value the diversity of our customers and recognise that our neighbourhoods are made up of diverse communities, each with different skills, beliefs, needs and aspirations. We will commit to providing the most efficient and appropriate services to all of our communities, ensuring that everybody is able to access our services and contribute to the areas in which they live.

This means that we will not discriminate against people because of their ethnic origin, gender, impairment, age, sexual orientation, religious belief, gender reassignment or for any other reason.

### A focus of our work is to:

- ensure that equality is part and parcel of our procurement practices so the services we provide with our contractors meet your needs;
  - monitor the satisfaction of all our tenants with the services we provide;
  - ask for information about you and your household so we can tailor existing, planned and future services to meet your needs;
- review our services so that they don't exclude or disadvantage individuals, groups and neighbourhoods;
  - work with partners to ensure that equality and discrimination issues affecting all groups are addressed consistently and effectively;



- employ staff who are committed to equality and service improvement;
- make available adequate resources to enable staff to give a service tailored to your needs;
- promote accessible methods of communication so our customers have a voice and can participate in service improvement;
- provide accessible services, including those carried out by a third party;
- treat you fairly so you feel valued and respected when accessing our services;
- employ a workforce that is representative of the community we serve;
- have in place sound support structures so we can deal professionally with any reports of Hate Crime or Domestic Violence; and
- be aware of research from others, and combine this with our own knowledge, so we have an understanding of our communities to help us plan services.





Do you need this leaflet in a different format? For any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1774**.

Avez-vous besoin de ce dépliant dans un format différent? Pour l'obtenir dans un autre format, à savoir en gros caractères, sur CD/cassette audio, en Braille ou dans une autre langue, téléphonez au **0113 214 1774**.

Você precisa deste folheto informativo em formato diferente? Para solicitar qualquer outro formato, incluindo-se letras de imprensa maiores, CD audio ou cassete, em código braile ou tradução para outra língua, por favor telefone para **0113 214 1774**.

Potrzebny inny format? Aby otrzymać tę ulotkę w innym formacie, w tym dużym drukiem, na płycie CD/kasecie audio, pisaną brajlem lub przetłumaczoną na inny język, prosimy zadzwonić pod nr: **0113 214 1774**.

نایا تو نہم زانیارنامہیہ یو شیوازیکی تر دہخواریت؟ یو ہمر شیوازیکی تر، وک پیتی گورہ، کاسیت یان سی دی دہنگ، برایمل یو نابینا یان وەرگنیرایتت یو زمانیکی تر، تکایہ پھیوہندی بکہ یہ تملہفونی 0113 214 1774.

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کیا آپکو یہ کتابچہ کسی مختلف شکل میں درکار ہے؟ یہ کتابچہ کسی بھی دوسری شکل (جسمیں بڑے حروف کی لکھائی، آڈیو / سی ڈی ٹیپ، بریل یا ترجمہ شامل ہیں) میں حاصل کرنے کیلئے فون نمبر 0113 214 1774 پر رابطہ قائم کریں۔

## Aire Valley Homes Leeds

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