

Investment Programme



service standards

1. We are committed to providing first class homes in desirable communities.
2. All our customers will be treated in a fair and consistent manner, which will be sensitive to the situation and the needs of the individual. Your contact with us will always be treated as confidential in line with our data protection and confidentiality policy.
3. We will fulfil our promise to tenants by ensuring everyone has the opportunity to live in a 12 point standard home by 2006.
4. We will organise Estate Planning events to make sure we understand the needs and priorities you have for your home, estate and neighbourhood.
5. All improvement work will meet agreed Quality Standards. We will review these regularly in partnership with tenants.
6. Improvement and major renewal works will be directed by a Scheme Panel. Tenants will be equal members on the panels and be actively encouraged to take part. The purpose of the Scheme Panel is to agree what work is to be carried out, plan, and complete improvement work in tenants homes and the estate environment.
7. We will ensure that as much choice as possible is offered so that the improvement is customised to your style and taste. As a minimum this will include the colour and style of kitchen units, tiling, flooring, and bathroom suites. We will explain if any choices might lead to an increase in your rent.
8. We will always give you at least 14 days notice before major work starts on your home.
9. We will provide you with daytime and out of hours contact names and telephone numbers for staff with responsibility for dealing with any questions or problems about the work.
10. Our staff and contractors will always be courteous, respectful and polite whilst working in your home. They will show Identity Cards and carry out all work in a safe way.
11. We will help you in moving furniture and carpets if you or your family are unable to move these yourself.
12. We will plan and carry out the work so that inconvenience, dust and dirt are kept to a minimum, and we will always tidy up at the end of every working day.

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13. We will keep you informed of the progress of the major works in your area. As a minimum, this will include a regular newsletter and the opportunity to discuss things locally with our staff.

14. Provided that a needs assessment has been carried out by Calderdale Social Services, we will do our best to include any disability adaptations you may need into the work being carried out at your home.

15. We will do our best to avoid the need for you to move out of your home to enable the work to be carried out. If the work cannot be carried out with you living in your home we will work with you to find a suitable temporary home and make all the necessary arrangements.

16. Some types of work make it difficult to stay at home at certain times during the day. Where necessary we will offer a convenient facility for you to use.

17. At the end of every scheme we will carry out a satisfaction survey. The results will be used by the Scheme Panel to review the success of the scheme. We will share any lessons learned so that they are taken account when planning future work.

18. We will monitor these service standards regularly and use this information to make sure we are keeping to these standards and to see if they can be improved in any way.

19. If you are unhappy about the way any aspect of your contact with us has been dealt with, please let us know as soon as possible so that we can put things right. If at all possible, please contact any member of our staff. You may also use our Customer Feedback line and our complaints process. Copies of our "tell us what you think" leaflet are available at each of our offices and to download here ([1.21MB PDF Download](#)). We will be happy to post one to you if you wish.

Of course, we are always very pleased to hear from customers who would like to tell us about the good service they had from Pennine Housing 2000.