



NORTH STAR

Creating homes, building futures

Customer Service Standards

Reviewed September 2019 v3
northstarhg.co.uk

North Star is committed to providing its tenants with excellent services. This document sets out our standards for the services we provide.

These standards have been developed in partnership with the Tenants' Voice Scrutiny Panel by asking what parts of our service are particularly important to tenants.

We are keen to make sure these standards continue to reflect what's important to you. We welcome any comments and feedback you might have that will help to improve our services.

Please feel free to contact our customer services team on 03000 11 00 11 or customer.services@northstarhg.co.uk. You can also get in touch with us through Facebook—facebook.com/northstarhg/ and Twitter—[@NorthStarHG](https://twitter.com/NorthStarHG) or through My North Star.

Our Values

Creative

We create environments to enable people, places and communities to thrive. We believe many things are possible and that our energy brings about exciting change.

Connected

We are connected to the world we live in. Therefore, we are relevant, informed and knowledgeable. We develop strong relationships that are based on integrity and trust.

Courageous

We challenge ourselves and others. We experiment, pioneer and we dare to be different.

Access to Our Services

Our office hours are 9.00am to 5.00pm Monday to Friday and you can contact us by phone 9.00am to 5.00pm on Monday, Tuesday, Wednesday and Friday and 9.00am to 4.00pm on Thursday. We have an emergency out of hours service that can be accessed outside these times by telephoning our main number—03000 11 00 11

We will:

- Say good morning/good afternoon and provide you with the operator's name and our organisation's name
- Respond to tenants letters and e-mails within five working days. If we are not able to provide a full response, we will contact you and let you know the reasons why
- Provide parking spaces close to the building for our disabled visitors
- Ensure our communication, letters and documents are accessible by offering:
 - Google language translation links on our website
 - Document translation services
 - Access to interpreters
 - Large print, braille and audio versions of documents and letters

Anti-Social Behaviour (ASB)

We will:

- Respond to all cases of ASB
- For serious reports of ASB (generally those of a criminal nature) we will contact you within one working day and interview you within two working days. You can see examples of what we would consider to be serious ASB in our ASB policy available online and by request
- For more minor reports of ASB, we will contact you within three working days and interview you within five working days
- Contact you every five working days whilst your case remains open
- Close your case after 20 working days if we have had no contact from you and will inform you in writing of our intention

Getting Involved with Us

We will:

- Host a regular event to bring tenants and staff together. The event will let people know about the services they can receive and how to become an involved tenant
- Provide training and support to all our involved tenants to equip and support them with the skills and knowledge to influence our services
- Provide a range of opportunities for tenants to influence our services

Estate Services

We will:

- Remove or paint over offensive graffiti within one working day and all other graffiti within two working days
- Report any littering, dumped rubbish or abandoned vehicles to the relevant organisation/agency within one working day
- Start our abandoned property policy within one working day

Applying for a Home with Us

We will:

- Process your application for housing within five working days from receiving all of your information
- Write to you within 10 working days confirming whether or not your application has been accepted. If it has been accepted, we will give you your banding priority and explain what this means
 - If your application has not been successful, we will write to you within 10 working days providing further details and how to appeal against the decision
- Respond to all Mutual Exchange requests within 10 working days

Your Home—Repairs

We will:

- Ensure your new home meets our Lettable Standard
- Offer a range of ways for you to report a repair including:
 - Email
 - Through our Customer Services Team on 0300 11 00 11
 - In writing
 - At one of our offices
 - Through our online self-service platform - My North Star
- Prioritise getting your repair right first time
- Carry out emergency repairs within 24 hours, urgent repairs within three working days and routine repairs within 20 working days. You can find examples of what we mean by emergency, urgent and routine repairs in the tenant handbook,

available on our website or in writing by request

- Prioritise work which impacts significantly on your health and safety
- Tell you before work begins if it is unlikely to be completed in one visit. We will make follow up appointments and keep you informed until the work is complete
- Provide an emergency repair service outside of office hours
- Service all gas appliances every year
- Service heating systems each year
- Test electrical systems every five years
- Check smoke alarms and CO2 alarms every year
- Provide copies of all relevant certification of any servicing work

Planned Maintenance

- Carry out a stock condition survey on your home every five years
- Develop and follow a detailed five year planned maintenance programme
- Include tenants in the decision making process on prioritising any planned improvements
- Publish the planned maintenance programme each year
- Inform you in writing of any work due to be undertaken in your home
- Where possible offer you a choice in the design and materials for any work to be undertaken in your home
- Decorate any external paintwork and internal communal areas every five years

Aids and Adaptations

- Offer you a range of ways for you to request an adaptation including:
 - By e-mail
 - Through our Customer Services Team on 0300 11 00 11
 - In writing
 - In person
- Respond within five working days of receiving your request
- Consider carrying out minor adaptations (such as grab rails) based on your own self assessment
- Involve you in the design and delivery of the adaptation
- Work with other partners to maximise the use of grants and external funding to help us provide as many adaptations as possible

If You Wish to Comment on Our Services

We welcome you telling us how you feel about the service we have provided and we want to make it easy for you to do this. The feedback we receive helps us to develop and improve our services in the future.

You can make a complaint, compliment, comment or suggestion by:

- Contacting our Customer Services Team on 0300 11 00 11
- In person
- Visiting our website
- In writing
- Completing a complaints form - available on request and on our website
- Through another person such as an advocate/representative etc.

Once you have made a complaint, we will:

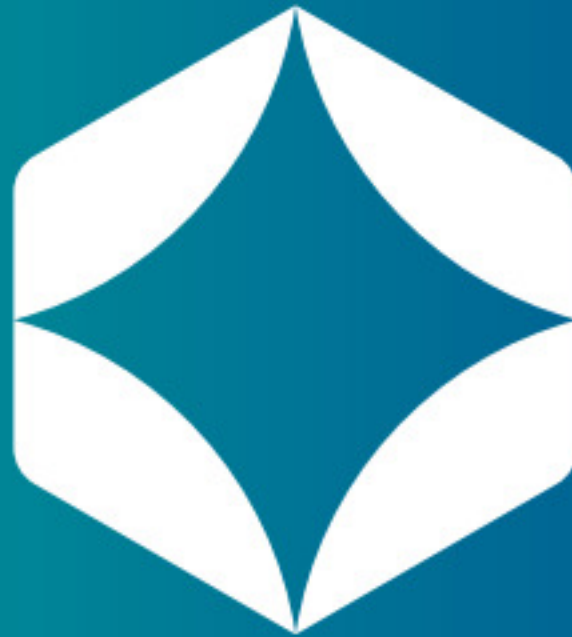
- Acknowledge your complaint within two working days and inform you of the person dealing with it
- Investigate and respond to your complaint within 10 working days
- If you are not satisfied with the outcome of your complaint, we will let you know how to request a review of the decision

Measuring How We are Doing

Tenants' Voice Scrutiny Panel told us that they thought the following standards were most important to tenants:

- Respond to letters and e-mails within five working days
- Acknowledging complaints within two working days and informing you of the person dealing with it
- Investigating and responding to your complaint within 10 working days
- Satisfaction with how we manage Anti Social Behaviour complaints
- New tenant satisfaction with the standard of the property when they moved in
- Overall satisfaction with the last repair carried out
- Getting your repair right first time
- Publishing a planned maintenance programme each year

We will let you know how we are doing against these standards annually by publishing them on our website and in our annual report to tenants.





North Star


North Star brings together the skills, resources and values of Endeavour, Teesdale and Darlington Housing Associations.


We are a strong organisation with a clear vision of what we want to achieve for the people who live in our region – creating homes, building futures.


GET IN TOUCH

 03000 11 00 11

 customer.services@northstarhg.co.uk

 www.northstarhg.co.uk

 @northstarhg

 /NorthStarHG

Visit / Write:

Endeavour House, St Marks Court, Thornaby,
Stockton-on-Tees, TS17 6QN

14a Redwell Court, Harmire Enterprise Park, Harmire Road,
Barnard Castle, County Durham, DL12 8BN

Please note that all calls to our Customer Services Team are monitored and recorded.

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