



NORTH STAR

Creating homes, building futures

Customer Service Standards

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northstarhg.co.uk

Customer Service Standards

These standards have been developed in consultation with customers and reflect the level of service you can expect from us.

Access to Our Services

Our Opening Hours are 9.00am to 5.00pm Monday to Friday

We will:

- Answer 80% of our calls within 20 seconds
- Say good morning/good afternoon and provide you with our name and our organisations name
- Respond to tenants letters and e-mails within five working days or if we are not able to provide a full response, contact you and let you know when we will be able to provide you with a full response
- Provide parking spaces close to the building for our disabled visitors
- Offer Google Language translation links on our website
- Ensure our letters and documents are tailored to meet tenant's individual needs

Getting involved with us

We will:

- Provide training and support to all our involved tenants to equip and support them with the skills and knowledge to influence our services
- Work with North Star LINK Panel to host a regular tenant event to bring tenants and staff together, let tenants know about the services they can receive and to recruit new involved tenants

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 cars within one working day
- Implement our abandoned property policy within one working day

Anti Social Behaviour (ASB)

We will:

- Respond to all cases of ASB
- For serious reports of ASB we will contact you within one working day and interview you within two working days
- For more minor reports of ASB, we will contact you within three working days and interview you within five working days
- We will contact you every seven days whilst your case remains open
- We will close your case after 20 days if we have had no contact from you and will inform you in writing of our intention

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 and if it has, your banding priority
- 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
 - ◇ Via our website – northstarhg.co.uk
 - ◇ Through our Customer Services Team on 0300 11 00 11
 - ◇ In writing
 - ◇ At one of our offices
 - ◇ Through our North Star Customer App available free from the App Store or Google Play.

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- Prioritise getting your repair right first time
 - Carry out all minor repairs as soon as practicable
 - 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, make a follow up appointment and keep you informed until the work is complete
 - Provide an emergency repair service outside of office hours
 - Service all gas appliances every year
 - Test electrical systems every five years
 - Check smoke alarms every year
 - Provide copies of all relevant certification of any servicing work

Planned Maintenance

We will:

- 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
- Offer you a choice in the design and materials for any work to be undertaken in your home
- Offer you a range of optional upgrades that you can pay for as part of any work programme
- Decorate any external paintwork and internal communal areas every five years

Aids and Adaptations

We will:

- Offer you a range of ways for you to request an adaptation including:
 - ✧ By e-mail
 - ✧ Via our website - northstarhg.co.uk
 - ✧ Through our Customer Services Team on 0300 11 00 11
 - ✧ In writing
 - ✧ At one of our offices
- Respond within seven days of receiving your request

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- 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 about 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.

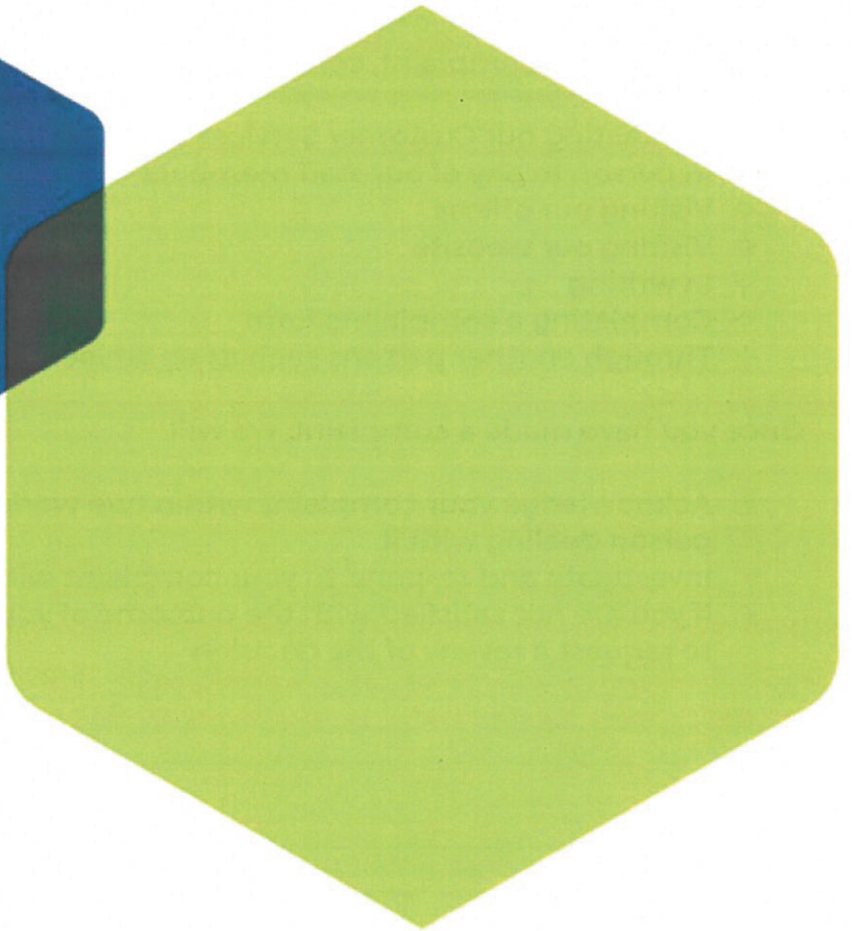
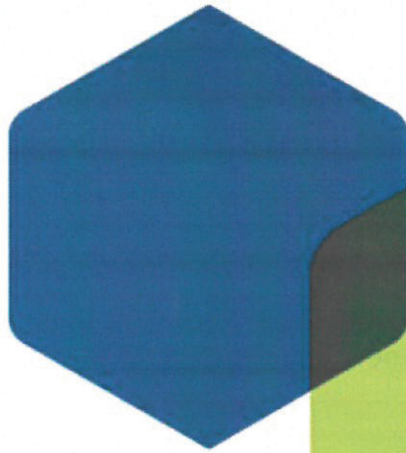
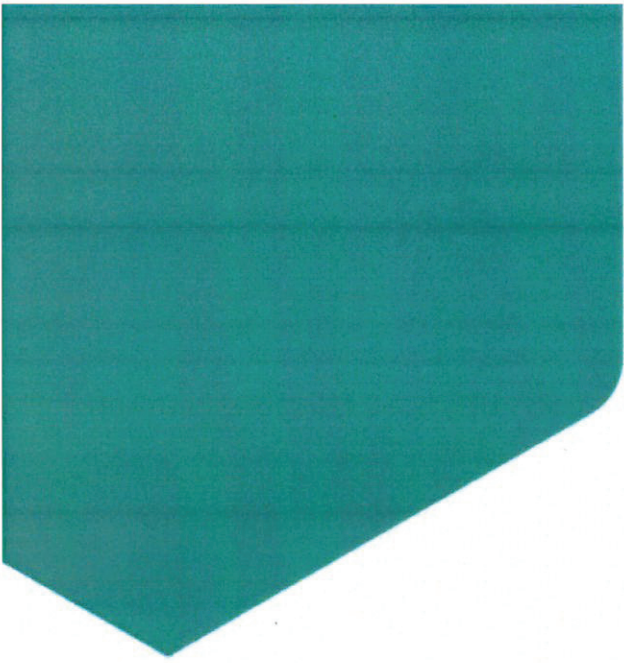
You can make a complaint, compliment, comment or suggestion by:

- ✧ Contacting our Customer Services Team on 0300 11 00 11
- ✧ In person to any of our staff members
- ✧ Visiting our offices
- ✧ Visiting our website
- ✧ In writing
- ✧ Completing a complaints form
- ✧ Through another persons 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 inform you how to request a review of the decision





Endeavour House, St. Mark's Court,
Thornaby, Stockton-on-Tees, TS17 6QN

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

For more information, contact
Customer Services on: 03000 11 00 11
or email info@northstarhg.co.uk

www.northstarhg.co.uk

