

Our Service Standards set out the services you can expect from us and our commitment to customers. We are committed to providing you with excellent services, delivered in a range of ways which are convenient to your needs.

Our Commitment to you

We will:

- Deliver services which are locally focussed
- Continually review services; working alongside our customers and partners to shape and improve services
- Provide access to our services in a range of ways to suit our customers' needs and lifestyles
- Ensure that customer satisfaction is at the heart of everything we do
- Develop services which provide good value
- Develop new homes across the North of England to meet affordable housing need.

Customer Services



Our Customer Services Team is your first point of contact for any information or issues relating to your home. You can contact our Customer Services Team in a number of ways:

By email: cs@castlesandcoasts.co.uk

Via our website: www.castlesandcoasts.co.uk

By telephone: 0800 085 1171

In person at one of our offices:

Workington: Stoneleigh, Park End Road

Carlisle: 3 Castle Street

Newcastle: Arcadia House, Balliol Business Park

Whitehaven: Catherine Mill, Catherine Street

The Customer Services Team is available between 8.45am and 5pm, Monday to Friday. All of our offices are open during these times, with the exception of Whitehaven, which is open 9am - 1pm, Monday - Friday.

We will:

- Provide you with a high quality and personal service that is prompt and courteous at all times
- Treat your enquiry confidentially
- Provide a 24 hour Freephone number to contact us – which will be diverted to an out of hours emergency repairs reporting service outside of our Customer Services Team opening hours
- Aim to answer 80% of calls to our Freephone number within 30 seconds, and to provide a call back facility
- Acknowledge your written enquiry within 1 working day of receipt including emails, and provide you with a response to your enquiry within 5 working days. If we cannot provide a response during this time, we will give you a date by which you can expect a detailed response
- Provide access to our Residents' Portal 24 hours a day, 365 days a year, where customers can pay their rent/service charge, view their statement and report non-urgent repairs
- Provide a texting service, where customers can request their current rent balance, log a repair, or request a call back from us
- Aim to deal with enquiries at first point of contact. If we are unable to assist, we will forward this to a specialist member of staff who will contact you within 3 working days
- If you leave us a message, we will phone you back within 1 working day
- Meet your specific needs, if you need an interpreter or require information in an alternative language or format
- Ensure our staff wear appropriate identification
- Aim to communicate with you by a method of your choice, i.e. text, email, telephone or letter.

Compliments & Complaints



We will:

- Take your feedback seriously and work with you to resolve any issues, in line with our Complaints Policy
- Provide you with a range of ways to give us your feedback. You can do this:
by emailing us your feedback: feedback@castlesandcoasts.co.uk,
by telephone: 0800 085 1171
or by writing to us:
Customer Services,
3 Castle Street, Carlisle, CA3 8SY
- Acknowledge receipt of your Stage 1 complaint, within 3 working days of receipt, and aim to provide you with a written outcome within 10 working days. If we cannot provide an outcome during this time, we will give you a date by which you can expect a detailed response
- Publish information regarding the number of compliments and complaints we have received annually
- Write to you to thank you for complimenting our staff or services

Your Home



We will:

- Allocate our properties in a fair and open way, in line with our Allocations Policy
- Treat personal information sensitively and in line with our Data Protection & Confidentiality Policy
- Provide you with information relating to the property, including: details about the property, rent, and the conditions of your tenancy
- Provide you with a home which meets the government's Decent Homes Standards
- Work with you and our partners to help you to sustain your tenancy
- Respond to any complaints of anti-social behaviour (ASB) within 5 working days (1 working day for very serious incidents), providing you with a named officer to deal with your complaint
- Provide you with a 24 hour Freephone service for reporting repairs: 0800 085 1171 – which will be diverted to an out of hours emergency repairs reporting service outside of our Customer Services Team opening hours
- Provide you with a cost effective repairs and maintenance service
- Carry out emergency repairs within 24 hours
- Undertake urgent repairs within 7 days
- Undertake routine repairs within 21 days
- Ensure our contractors carry appropriate identification
- Ensure our contractors provide you with an appointment which is convenient for you.
- Monitor the quality of work undertaken by our contractors and provide you with a range of methods for providing us with your feedback to allow you to comment on repair works
- Meet all statutory requirements to enable you to live safely in your home
- Keep communal and landscaped areas clean and safe
- Work in partnership with local agencies to help improve the communities in which you live.

Customer Involvement & Feedback

We will:

- Provide you with opportunities to become involved in shaping and monitoring our services in a range of ways to suit your needs and lifestyle
- Consult with you on changes to services which affect you
- Publish a quarterly newsletter with information about what Castles & Coasts is doing
- Carry out regular surveys to find out your views on our services
- Learn from your feedback and make positive changes based on feedback received
- Publish an annual report to tell you how we are doing.

Rent Services



We will:

- Provide you with a variety of convenient ways to pay your rent
- Provide you with a balance on your rent account over the phone via our Customer Services Team, further to you providing answers to security questions
- Correct any account errors within 5 working days
- Offer you advice and guidance to support you to pay your rent
- Provide you with at least 1 month's notice of any rent/service charge increase
- Send you an annual rent account statement.