



## Family Housing

### when we have to carry out repairs to your home we will...

- Take into consideration any special requirements when carrying out works.
- Provide you with a range of choices in relation to certain works on your home.
- Complete works within the target timescale.
- Complete works **right first time**.
- Ensure contactors are courteous, polite and identify themselves when they call to your home.
- Carry out all works by appointment.
- Keep you informed about delays.
- Inspect a sample of works to ensure we are meeting quality standards.

### if you need extra support we will...

- Tell you about staffing arrangements.
- Train our staff to deliver care and support.
- Provide you with a copy of your care or support plan.
- Involve you in the regular review of your care and support.

### our regulators

Welsh Assembly Government,  
Cathays Park, Cardiff CF10 3NQ

Care and Social Services Inspectorate  
for Wales

Unit C, Phase 3, Tawe Business Village,  
Phoenix Way, Swansea Enterprise Park,  
Swansea SA7 9LA

### further information:

For further information please contact:

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[www.fha-wales.com](http://www.fha-wales.com)



INVESTOR IN PEOPLE

Family Housing Association (Wales) Ltd has charitable status  
Registered with, and regulated by the Care Standards Inspectorate for Wales

February 2010



## Customer Service Standards



## Family Housing - Customer Service Standards

### when you contact us...

- Your telephone call will be answered within 5 rings.
- On redirected calls, a staff member will identify themselves.
- We will respond to a voicemail by the next working day.

### when you visit us...

- You will be seen by someone who can help with your enquiry within 15 mins of attending our offices.
- You will be seen in private if you wish.
- We will provide you with a suitable means of communication.

### when we contact you we will...

- Keep arranged appointments with you.
- Use plain language in all our communications.

### to involve you in our services we will...

- Consult you on the services you receive.
- Tell you about any changes to services that affect you.
- Support tenant and resident associations.
- Provide you with information about our performance.

### if you apply to become a tenant we will...

- Process your application within 10 working days.
- Treat all applications for housing fairly.
- Regularly review your application.
- Make all offers of housing in writing.
- Arrange for you to view the property offered before accepting.

### when you become a tenant, we will...

- Provide you with a written Tenancy Agreement that we will explain to you.
- Contact you within 6 weeks after you move in to see if we can assist you further.
- Provide you with written information about your rents and service charges including how we calculate your service charge.
- Offer you a range of methods for paying your rent.
- Give you a minimum of 4 weeks' notice prior to making any changes to your rent and service charge.
- Offer you advice if you have problems paying your rent.

### if you are experiencing anti social behaviour...

- We will respond to your concerns within 3 working days.
- We will take every possible action to stop the anti social behaviour and achieve an effective solution.
- We will keep you informed about what is happening.