

## Getting a New Home: Our Commitments

### We will:

- Approach our tenants in line with our Customer Services Standard.
- Send you a satisfaction survey to seek your feedback on our services so that we can improve.
- Provide information on how to apply for housing.
- Provide advice and assistance on applying for housing.
- Provide information to all applicants on the current estimated waiting times for accommodation for different areas and properties.
- Provide advice where an applicant wishes to appeal against their treatment under Allocations Policy.
- Provide all tenants with a welcome pack. Provide details of our home contents insurance scheme.
- Arrange for you to view the property as soon as possible, this may be before the last tenant has moved out.
- Arrange a convenient appointment to explain your tenancy agreement and advice you about our services following your tenancy acceptance.
- Provide all new tenants with the copy of the tenant's handbook.
- Ensure all allocated properties are let at lettable standard.
- Provide all tenants with an Energy Performance Certificate.



We are committed to providing fair opportunity to access information.

If you would like information in another language or format such as Braille, audio or large print, please call the number below.

نحن ملتزمون بتوفير فرصة عادلة للجميع للحصول على المعلومات. إذا كنت تريد معلومات بلغة أخرى أو شكل آخر مثل لغة بريس أو تسجيل صوتي أو خط كبير فيرجى الاتصال بالرقم المبين أدناه.

Arabic

তথ্য পাওয়ার ক্ষেত্রে সমান সুযোগ দিতে আমরা প্রতিশ্রুতিবদ্ধ। যদি আপনি অন্য কোনো ভাষায় বা ফরম্যাটে তথ্য পেতে চান যেমন ব্রেইল, অডিও বা বড় ছাপার অক্ষরে, তাহলে অনুগ্রহ করে নিচের নম্বরে ফোন করুন।

Bengali

我們致力於提供公平獲取信息的機會。如果您希望其它語言或格式的信息，如布萊萊盲文點字，音頻或大字印刷，請撥打如下號碼。

Chinese

हम जानकारी की उपलब्धता के लिए उचित अवसर प्रदान करने के लिए प्रतिबद्ध हैं। यदि आप किसी अन्य भाषा या संरूप जैसे ब्रेल, ऑडियो या बड़े प्रिंट, के बारे में जानकारी प्राप्त करना चाहते हैं तो कृपया निम्नलिखित फोन नंबर पर कॉल करें।

Hindi

Naszym obowiązkiem jest zapewnienie wszystkim równych szans w dostępie do informacji. Osoby pragnące otrzymać informacje w innym języku lub napisane pismem Braille' bądź w formacie dźwiękowym lub wydrukowane dużą czcionką, prosimy zadzwonić pod poniższy numer.

Polish

ਅਸੀਂ ਹਰ ਕਿਸੇ ਨੂੰ ਜਾਣਕਾਰੀ ਹਾਸਲ ਕਰਨ ਦਾ ਬੁੱਢਵਾਂ ਮੌਕਾ ਮੁਹੱਈਆ ਕਰਵਾਉਣ ਲਈ ਵਚਨਬੱਧ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੌਰਮੈਟ ਜਿਵੇਂ ਬਰੇਲ, ਆਡੀਓ ਜਾਂ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ ਜਾਣਕਾਰੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਨੰਬਰ ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

Punjabi

ہم معلومات تک رسائی کی خاطر مساوی مواقع فراہم کرنے کے لئے پابند عہد ہیں۔ اگر آپ کو یہ معلومات دیگر زبانوں یا شکلوں میں درکار ہیں مثال کے طور پر بریل، آڈیو یا بڑے حروف میں طباعت کی شکل میں تو، براہ کرم درج ذیل نمبر پر کال کریں۔

Urdu



0800 587 0001

[www.cestria.org](http://www.cestria.org)



**Service Standards have been developed in consultation with customers in order that customers have a clear understanding on what standard of service they can expect us to deliver.**

We closely monitor how we perform against all service standards. The Service Improvement and Review Group made up of tenants and officers also review these standards to ensure that customers are receiving the standard of service they expect.

If you are interested in helping us monitor and review Service Standards we would be delighted to hear from you.

Please contact the Customer Relationship Team on 0191 385 1450 or email [lisacoverdale@cestria.org](mailto:lisacoverdale@cestria.org)

## Customer Services: Service Standards

### We will:

- Answer all telephone calls to our offices within 30 seconds.
- Acknowledge all written correspondence requiring a response, within three working days of receiving them and send you a detailed reply within 10 working days. If we are not able to do this, we will let you know and tell you when you can expect a full reply.
- Acknowledge receipt of a complaint within three working days.
- Formally respond to your complaint within 10 working days.
- Provide our tenants and leaseholders with a newsletter, the Cestria Courier, four times each year.

## Customer Services: Our Commitments

### We will:

- Give our name and be polite and courteous to you when answering your phone calls.
- Send you a satisfaction survey to seek your feedback on our services so that we can improve.
- Open at times that are suitable for most of our customers.
- Clearly display our office opening hours and the out of hours emergency repairs phone number.
- Effectively communicate with one another and pass on messages from customers.
- Arrange a mutually agreed appointment date, time and place to visit you if requested.
- Provide an interview room so that you can speak to us in private if necessary.
- Provide 'same sex' interviews on request.
- Display identification at all times.
- Develop a culturally sensitive service across the whole organisation.
- Arrange for a translation service on your behalf if necessary if this is required.
- Provide information in alternative formats e.g. Braille, large print and audio within three working days.
- Use a number of ways to keep you informed and to consult you about the service we provide.
- Display up to date information, newsletters and posters.
- Provide a repairs freephone service.
- Provide a 24 hour Contact Centre.
- Provide a three stage formal complaints system for investigating and responding to complaints.

## Getting a New Home: Service Standards

### We will:

- Visit all new tenants within 28 days of their tenancy commencing.

