



Tenancy and Estate Management: 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.
- Carry out estate walkabouts at least every six months.
- Publish the dates of the estate walkabouts for the current year on our website.
- Refer issues identified to the appropriate services/ organisations.
- Carry out estate walkabouts every four months for hotspots



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 برييل 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 फ़ोन 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 ਢੁੱਕਵਾਂ 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



Cestria Community Housing Association Limited is a charitable housing association.



Tenancy and Estate Management



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

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.

Tenancy and Estate Management: Service Standards

We will:

- Acknowledge written complaints about your estate within three working days.
- Secure abandoned properties within 24 hours.
- Report abandoned cars within 24 hours of receiving the complaint.
- Arrange for the removal of racist and/or hate related graffiti wherever possible within 24 hours and other graffiti within five working days.
- Acknowledge all requests regarding your tenancy within three working days and respond within 10 working days.
- Make a decision within 20 working days when you request a succession or an assignment of the tenancy.
- Make a decision within 20 working days when you request to make an alteration to your home, if no additional information/approval from another agency is required.
- Make a decision within 42 working days when you request to exchange your home with another tenants.
- Publish the estate walkabout feedback report within 10 working days of the inspection on the website, and to all participants of the walkabout.

