



INVESTOR IN PEOPLE

**2010**  
ROTHERHAM LTD

# Customer Charter

## A guide for customers

This Document sets out the Standards of Service you can expect from 2010 Rotherham LTD. If you would like to speak to us about them in a different language please call us on **01709 822236** or take it into your nearest Housing Office and we will arrange an interpreter for you.

這份資料列明你對2010 Rotherham 有限公司提供服務的應有準則。凡有意採用其他語言方式跟本公司商討有關問題者，請致電 **01709 822236** 或親臨附近的區域房屋辦事處通知，我們將會安排傳譯員為你解答問題。

این فرمای ارائه داده شده، سرویسهای استاندارد می هستند که شما متوانید از سال 2010 از رادرهام ال تی دی انتظار داشته باشید. اگر شما نیاز دارید در این مورد با زبان مختلف دیگری با ما صحبت کنید لطفاً با شماره **01709 822236** با ما تماس حاصل فرمایید یا می توانید آن را به نزدیکترین اداره هوزینگ ارائه نماید تا ما برای شما مترجم فراهم کنیم.

Ce document présente les standards du service que vous pouvez attendre de 2010 Rotherham Ltd. Si vous désirez en parler dans une langue différente veuillez nous appeler au **01709 822236** ou apportez-le à votre service de maison (housing office) le plus proche et nous arrangerons pour vous un interprète.

هذه الوثيقة تعرض معايير الخدمة التي يمكن ان توقعها من 2010 رذرهام المحدودة. إذا كنت تريد التحدث معنا عنها في لغة مختلفة يرجى الإتصال بنا على **01709 822236** أو خذها إلى أقرب مكتب سكني لك وسنرتب لك مترجم.

Tento dokument objasňuje úroveň služeb, kterou můžete očekávat od 2010 Rotherham LTD. Pokud si s námi o nich budete chtít promluvit v jiném jazyce, prosím kontaktujte nás na telefonním čísle **01709 822236** Popřípadě vezměte tento dokument na nejbližší bytový úřad (Housing Office) a my vám zajistíme tlumočnicka.

اس دستاویز میں سروس کے وہ معیار دیے گئے ہیں جنکی آپ 2010 رادرهام لمیٹڈ سے توقع رکھ سکتے ہیں۔ اگر آپ ان معیاروں کے متعلق ہم سے بات چیت کرنا چاہتے ہیں تو براہ مہربانی ہمیں **01709 822236** پر فون کریں یا اسے اپنے قریب ترین مکانات کے دفتر (ہاؤسنگ آفس) میں لے جائیں اور ہم آپ کیلئے ایک ترجمان کا انتظام کر دیں گے۔



**We are committed to providing quality services that everyone finds easy to use and are delivered openly, fairly and politely by well informed staff, who take pride in what they do and respect individual needs.**

We are committed to delivering excellent services to the individual requirements of all of our customers.

**To achieve this we will:**

- We will always put you at the heart of service delivery
- Provide services equally and fairly to you
- Be fair, responsive and courteous to you when we deliver services
- Be professional and have well informed and trained employees who take pride in what they do for you
- Be positive and provide services which meet your individual requirements
- Have service standards so that you know what you can expect to receive from us
- Aim to get things right first time for you
- Respond effectively to your complaints, comments and compliments and use your feedback and suggestions to drive service improvement
- We will include you in setting standards and targets
- We will involve you in helping us shape our services to meet your individual requirements and priorities

# Customer Charter

## Our commitments to you:

- Our staff, partners or representatives will be polite and courteous to you at all times
- We will aim to keep appointments with you and inform you if this is not possible
- We will show ID badges and explain to you the reason for our visits
- We aim to deal with 80% of enquires at first point of contact
- We aim to complete your repair on the first visit
- If we are unable to complete your repair on the first visit we will keep you informed on the progress of your repair and explain what will happen should further work be required
- We aim to carry out work to the highest standard
- We will make sure all work is carried out in a safe manner and the work area is left clean and tidy
- We will respect your home at all times
- We will only use your electricity, water or toilet facilities after we have asked your permission
- We will respect and be considerate of your beliefs and values

## Telephone

### When we talk to you on the telephone, we will:

- Answer your telephone calls within 7 rings
- Provide you with our name, the name of our company and where we are located
- Be polite, patient, friendly and helpful
- Make sure we obtain as much information from you to deal with your enquiry
- If we are unable to deal with your enquiry immediately we will make sure that you receive a response at a time to suit your individual needs
- Ask if we can help you with anything else

## In Writing

### When we write to you we will:

- Reply to you within the timescales agreed by our customers
- Make sure we answer your questions and provide you with any further information
- Provide you with contact details if you need further information

## Dealing with feedback

Dealing with your feedback is an important part of improving the services we provide for you.

### We will:

- Welcome your comments, suggestions, compliments and complaints and will respond to them within the appropriate timescale
- Make sure you know how to complain and who to go to for help
- Provide assistance to enable you to be able to make a complaint
- Advise you of the outcome of comments and suggestions, compliments and complaints through a variety of means e.g. our quarterly newsletter 'Round Your Place', letter, in our Neighbourhood Offices, Customer Service Centres and on our website
- Respond to Freedom of Information Act requests within the prescribed timescales

## **Treat you with respect**

### **We will:**

- Use the term customer when we deal with you
- Be courteous and treat you fairly
- Listen carefully and record any issues you may have
- Be sensitive, discreet and respect confidentiality, providing as much privacy as possible if you need to discuss a sensitive matter

## **Clear Communication**

### **We will:**

- Communicate as clearly as possible
- Avoid using jargon and abbreviations
- Provide assistance as soon as possible and adapting our service if you do not speak English or have a particular communication need

## **Meeting you away from our offices**

### **When we need to visit you at home or at your place of work, we will:**

- Tell you when we be visiting and where possible, confirm the appointment in writing
- Aim to keep the appointment and let you know if we cannot make it (in some cases it will not be appropriate to make appointments)
- Aim to make an appointment to meet your individual requirements and needs
- Always wear our identification badge
- Explain why we are visiting you
- Treat you and your home with respect at all times
- Not smoke in your home
- Not make private calls on our mobiles during our visit
- Not use bad language, blaspheme or make offensive remarks or jokes

# 2010 Rotherham Ltd Service Standards

With our customers we have developed and agreed 80 Service Standards which can be located in the 'Your Service Standard Guide Book' which is available at your local Neighbourhood Office, Customer Service Centre, on our website or when you become a new tenant.

## **Some of the standards you have suggested and we have adopted include:**

- Complete all emergency repairs within 24 hours
- Complete all urgent repairs within 5 working days
- Complete all non-urgent responsive repairs within 4 weeks
- Complete your annual gas service within 90 minutes of arriving at your home
- Provide you with a scope of works letter before we commence your decent homes work
- Provide you with automated telephone and internet payment services every day of the year
- Provide you with a rent statement every 13 weeks
- If you are a leaseholder send you a leaseholder satisfaction survey every year
- We will give you 14 days notice by letter for each consultation event we hold
- Publish a monthly calendar of consultation on the website, in 'Round Your Place' and in all Neighbourhood Offices and Customer Service Centres

## What you can do

We will ask you what you think about our services from time to time. Please help us to improve our services by responding to our surveys and questionnaires, and by getting involved in the way we make decisions.

### You can help us by:

- Telling us about your ideas for improvement
- Making a suggestion or commenting on our services (see details in your local neighbourhood office, libraries and newsletters)
- Telling us when we do not deliver a good service

## What will we do next?

We will review our customer charter every two years and would like you to be involved in this by obtaining your comments, views and feedback through, for questionnaire and surveys

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