



HANDBOOK





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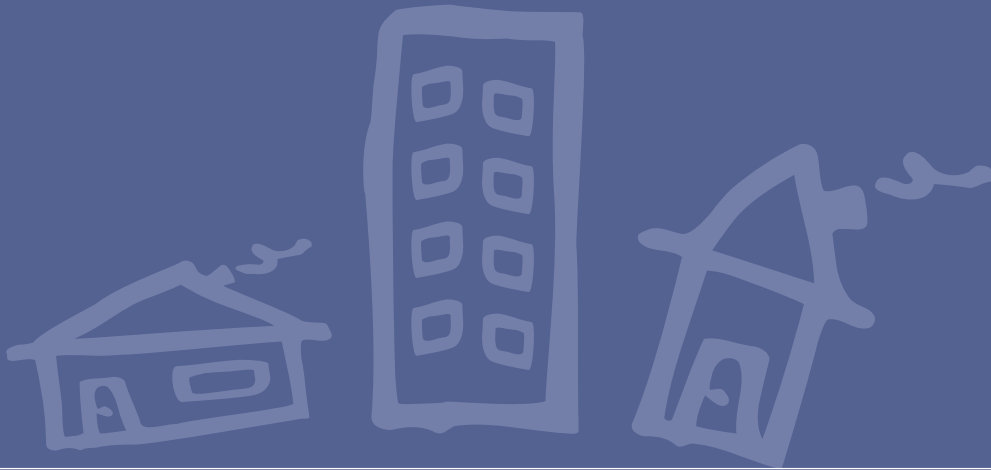
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*Please note: Key documents can be provided in alternative formats, such as large print or in other languages

2. INTRODUCTION TO TRENT & DOVE HOUSING LTD





2. INTRODUCTION TO TRENT & DOVE HOUSING LTD

Trent & Dove Housing Limited was formed to receive a voluntary stock transfer of homes from East Staffordshire Borough Council in 2001. The company is a non-profit making organisation currently owning and managing over 5000 homes in the East Staffordshire Area. Additionally the company manages some 200 leasehold properties.

The Board of Management

The Board of management is unpaid and includes 5 elected Tenant Board members, 5 Council nominees and 5 independent members.

There is also the option to have 3 more co-opted members, based upon the skills and expertise they can bring to the Company. The Board have overall responsibility for looking after the interests of the tenants, and those of the company. To enable this to be carried out effectively they employ paid officers to run the housing services on a day-to-day basis.

The Mission Statement

Our mission is through partnership to provide quality homes 'in decent neighbourhoods'.

We will achieve this by:

- Making our neighbourhoods better places to live
- Involving our customers in decision making and giving them greater choice
- Achieving high standards and providing value for money for customers through continuous improvement
- Valuing and developing our employees and Board
- Being fair to all through integrity, mutual trust and honesty



3. CUSTOMER CARE AND CUSTOMER STANDARDS





3. CUSTOMER CARE AND CUSTOMER STANDARDS

Equality and Diversity Standard

Trent & Dove Housing Ltd is committed to providing high quality services to all our customers regardless of their ethnic origin, gender or disability.

In order to achieve our aims we will provide services that are relevant to peoples needs and that respect their cultural and social identities.

Trent & Dove Housing will:

- Ensure that our services are accessible to all
- Provide sufficient information about our key services and arrange for them to be made available in translation and/or in another medium when required
- Listen to our customers and involve them in the development of services that recognises and values diversity
- Consult with different communities and individuals to ensure that we provide services that are responsive and reflect the diversity of need
- Work with other agencies and community organisations to promote racial equality and eliminate racial disadvantage and racial harassment
- Create an environment that recognises and respects diversity in all aspects of race, religion, gender, sexuality, disability and age

- Train and develop staff in an environment that encourages them to reach their full potential
- Recognise that both customers and employees have an important role in ensuring that Trent & Dove Housing meets these aims

Customer Care Standards

Trent & Dove Housing wants to provide the best level of service it can in return for the rent that you pay. We are constantly looking at ways in which we can improve our services without increasing the cost.

We have a code of Customer Care that requires the following behaviour of all staff:

- Tidily dressed and wearing any designated uniform
- Carry proof of identity and display this when asked
- Introduce themselves to customers when requested



3. CUSTOMER CARE AND CUSTOMER STANDARDS



- Treat customers with courtesy and respect
- Treat the homes of customers with respect
- Be friendly, welcoming and helpful
- Deal with customers promptly
- Show patience, understanding and sensitivity in dealings with customers
- Be non-judgemental in their approach to customers
- Comply with the company's equality & diversity policy
- Behave in a professional manner at all times

If you write to us we aim to reply within 10 working days. If we cannot provide you with a full response we will acknowledge your letter, tell you who is dealing with the issue and when you can expect a full reply.

If you visit us we will ensure as far as possible that you are left waiting for no more than 5 minutes before a member of staff sees you.

All visitors to our office will be given the opportunity to be seen in a private interview room.

If we call to see you at home we will provide you with the full name and job title of the member of staff visiting, and also ensure that the person visiting you has identification.

Service Standards

Repairs & Maintenance

We know that one of the most important services that we provide is the Repair & Maintenance Service. We will report all repairs placed with us during normal office hours immediately to our contractor.

Most repairs will be placed into one of the following categories:

- 24-Hour Emergencies
- 7-Day Urgent
- 31-Day Routine

We aim to:

- Complete 95% of emergency jobs within time
- Complete 90% of urgent jobs within time
- Complete 90% of routine jobs within time



3. CUSTOMER CARE AND CUSTOMER STANDARDS

We will provide you with a reference number for each repair.

Some repairs may fall outside of these categories because they can be dealt with more effectively by one of our planned maintenance programmes. If this is the case we will tell you and try and give you some indication when this work will be undertaken.

If you report a repair or maintenance problem, which affects your health, safety or security, and we fail to make the repair within the set timescale we will provide compensation.

There is a flat award of £10 plus £2 per day up to a total of £50 for each day the repair remains outstanding. This applies to all repairs, which cost up to a maximum of £250.

Grounds Maintenance

All grassed Communal areas owned by Trent & Dove Housing will be cut at least 14 times per annum.

Complaints

We have in place a formal complaints procedure and we will adhere to it. We have procedures for dealing with anti-social behaviour and cases of harassment, which we believe to be racially motivated.

Rent Statements

We will provide you with at least 3 rent statements per annum.

How you can help

Tell us about any important changes affecting your tenancy, for example if somebody moves out or you change your name. With accurate information we can provide more effective services.

Payment of Rent and Charges on Time

The Company's business is based upon its rental income. When we receive rent payments on time we can more effectively plan for the future.

When you write to us it would help if you provide your account details, other information, such as name, address etc.

Consultation

The Company would like to hear your views on the above or any other issues. Where we have planned significant changes we will consult either directly with you, or the Tenant/Resident groups, in order to gauge your views.



3. CUSTOMER CARE AND CUSTOMER STANDARDS



Our Aspirations for the Future

Our Performance Monitoring Team will review our services and we will act upon their recommendations wherever it is appropriate. Feedback from our customers to help us improve our services is encouraged.

Communication

If you require the services of an interpreter or would like information translated into another language, please let us know.

Finally, if you have any comments on the above standards please write to:

The Director of Housing Services,
Trent & Dove Housing Limited,
Trinity Square,
Horninglow Street,
Burton upon Trent,
Staffordshire,
DE14 1BL.

or email: enquiries@trentanddove.org