

Customer Charter

Everything we do has our tenants, residents, and other customers in mind. Our Customer Charter explains what you can expect from us and the services we deliver to you.

Our vision

Creating the right home and environment for every person.

Our mission

To provide specialised supported housing and advice to enable people to thrive in their lives.

Our values

- We are **honest**, respectful, and open, about everything we say and do.
- We **understand** people's housing needs and do our best to help people achieve their goals.
- We are committed to help our tenants find a **personalised** housing option.
- We are **approachable** and passionate about everything we do.

Getting in touch with us

We are always here to offer help, guidance, and tenancy related support.

- Communicate with you in a way that is easy to understand
- Be prompt, polite and helpful
- Respect your privacy and treat your information in a sensitive manner
- Offer extra support, either upon request, or where we feel this is necessary
- Treat everyone in a fair and impartial manner
- Show photographic identification when we visit your home
- Arrange appointments on request; respect your privacy
- Protect your personal information

Your involvement

Our tenants, residents and other customers are helping us to shape and deliver the right services. We continually aim to improve what we do.

- Request your views and act on your feedback – whether positive or negative
- Advise how your feedback has made a difference
- Offer opportunities to get involved, such as: project groups, focus groups, surveys, interview panels and much more
- Use different communication methods to suit your needs
- Continue to encourage diversity to ensure we gain broader feedback and consider all viewpoints
- Provide regular updates of how we are performing as your landlord

Your tenancy

We provide tenancy related support from the start and throughout the lifetime of a tenancy.

Becoming a tenant

- Assess affordability and your ability to take on a tenancy with us so we can match to your individual requirements
- Provide a home that meets your housing requirements and needs
- Work closely with your care provider to ensure that you have the right support for your personal needs and to help you maintain your tenancy
- If you are eligible, we can help you to claim your entitlement for Housing Benefit
- Only rent homes in a good state of repair and cleanliness

At the start of a tenancy

- Meet your Housing Manager and explain their role
- Give you a copy of your tenancy agreement and explain the terms and conditions of your tenancy
- Visit you six weeks after you have moved in to see how you are getting on

Throughout your tenancy

- Provide intensive housing and tenancy support throughout the lifetime of your tenancy
- Attend regular tenant meetings at your home and keep in touch through our wellbeing calls
- Support you to claim Housing Benefit and Council Tax entitlement by managing applications on their behalf as part of our holistic tenancy support offer
- Help you to view your rent balance and statements any time
- Work with you if you are experiencing financial difficulties
- Clearly explain any changes to your rent and service charges
- Help you to raise safeguarding concerns and alerts and engage in regular best interest meetings with local authorities and other professionals
- Work together with you, your care staff, and other professionals by providing housing support to help you resolve a challenging situation and maintain your tenancy. We proactively initiate Multi-Disciplinary Meetings to give you every opportunity to remain living in their home
- Consult with you on any significant changes to your tenancy agreement and inform you in writing of any changes
- Work closely with your care provider to help support you throughout your tenancy
- Talk to you about any tenancy changes and what needs to be done
- However, if there has been a tenancy breach, we will investigate as appropriate, which may include legal action and supporting evidence

Moving on or leaving us

- If your home is no longer suitable for your needs, we will assess your situation and support you to find another home
- We may offer a mutual exchange service, which enables you to swap homes with another of our customers, subject to your individual wellbeing care and support needs being met. We will decide and inform you of the outcome no more than six weeks after receiving your application
- If you choose to leave us, we will clearly explain the next steps with you

- If you leave us, we will tell you about the condition we expect your home to be left in – this will help avoid any recharge costs

Your repairs

We will maintain your home to a good standard and aim to provide an efficient repairs service. Our repairs helpdesk is supported by specialist surveyors.

- Ensure your home is safe and secure
- Provide a dedicated 24-hour helpline for emergencies and repairs
- Emergency repairs are attended to within 4 hours and made safe within 24 hours, urgent repairs within 5 calendar days and non-urgent repairs up to 20 calendar days
- Carry out annual gas safety checks
- If an appointment needs to be changed for any reason, we will let you know as soon as possible
- After a repair, our contractors will leave the area clean and tidy and remove any rubbish
- When carrying out a repair, contractors will always follow appropriate health and safety regulations
- We will advise you when a repair is your responsibility

Improving your home

We will continue to improve our homes and make sure that they are safe and secure. We carry out surveys to help us plan the works such as new bathrooms, kitchens, heating, doors, windows, and new roofs.

- Carry out improvements where needed to make sure all homes meet our Asset Management Standard
- Support you to stay living in your home should their needs change, wherever possible. We will work with other agencies and, where available, apply for funding, such as a Disabled Facilities Grant
- Undertake a stock condition survey every five years to make sure our investment plans are kept up to date
- When we would like to make improvements to your home, we will inform you three months in advance (as a minimum)
- Consult with you about any improvements to your home
- Contact you at least one month before the improvement works are going to begin, to let you know who'll be carrying out the work and when
- Consider any requests from you to carry out your own home improvements promptly and let you know the outcome within 20 working days (it may take up to 10 working days to receive notification from the head landlord, and up to 10 working days for us to contact you)

Our performance

We will be honest about how we are doing and what improvements we are making.

- Ask for your feedback and tell you how we will use it to improve our services
- Challenge our performance and ways of working
- Carry out quarterly courtesy calls to check on quality of repair work undertaken
- Regularly review and scrutinise our service delivery, financial and customer satisfaction

- Compare our performance against other similar housing organisations to see how we are performing
- Tell you how we are doing by publishing the results in our Annual Report, on our website and in the tenant newsletter, Our Voice

If things go wrong

We know that we do not get it right all the time or things can go wrong. We will apologise and sort it out as soon as possible.

- You can find out how to make a complaint in our Complaints and Compliments Policy. A copy of the policy can also be found on our website
- Speak to our dedicated Complaints Monitoring Officer about your concern and how to make a complaint. You can call 0330 390 0517 or email contactus@encircleha.co.uk
- Contact you within three working days after you have made a formal complaint
- Provide you with a written response within 10 working days of receiving any complaint, following our investigation. We will keep you fully updated with the progress until resolved
- Aim to fully resolve the complaint within 20 working days, where it is our responsibility or the responsibility of one of our contractors or other third party
- If you are not happy with the resolution of your complaint, we will discuss with you what further action can be taken. Full details of which are also contained within our Complaints and Compliments Policy
- Check that you are happy with the outcome
- Learn from the feedback you give us
- Respect confidentiality

Contact us

For more information about this Charter or Encircle Housing:

Call: 0330 390 0517

Email: contactus@encircleha.co.uk

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Go to www.encircleha.co.uk

Twitter - @EncircleHA

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