



CUSTOMER CHARTER

This Customer Charter explains what you can expect from us and the services we deliver to you.



CUSTOMER CHARTER

Everything we do has our tenants, and others we work with 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 more homes that meet specialist supported housing needs nationally, with advice and support to enable our tenants 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





WAYS TO COMMUNICATE

WE ARE HERE TO HELP OUR TENANTS HOME AND TENANCY

We have a **24-hour helpline** for emergencies and emergency repairs

We will explain things clearly and easy to understand

You can contact us in different ways, including **email, phone, our website and WhatsApp**

We will contact you **within 10 working days** of receiving an enquiry

We will always be **polite, helpful, and respectful**

We will respect your privacy and handle your information carefully

We can offer extra support if you ask for it, or if we think you need it

We will treat everyone **fairly and equally**

Our staff and contractors we work with **will always show photo ID** when visiting our tenant's home

We can arrange appointments if you request one and will **respect your privacy**

We will provide information in **easy-read formats**

Our website has a tenant section where you can find all the information about a person's **tenancy and wellbeing**

We will keep **personal information safe**





GETTING INVOLVED

Our tenants, and others we work with help us improve our services. We listen to their views so we know what we are doing well and how we can do better.

We will ask for feedback and take action on it, whether it is positive or negative

We will explain how feedback has helped make changes

We will offer different ways for our tenants to get involved, such as project groups, tenant groups, Tenant Talks events, surveys, interview panels, or sharing experiences

We will communicate with our tenants in ways that suit their needs

We will encourage people from all backgrounds to get involved so we hear a wide range of views

We will give regular updates on how we are performing as a landlord



WAYS TENANTS ARE GETTING INVOLVED IN OUR SERVICES

Tenants from around the country will be helping us in lots of ways:

- ☒ Taking part on a tenant panel
- ☒ Taking part in a tenant group to give your views about a subject
- ☒ Helping with interviews
- ☒ Supporting events
- ☒ Attending events
- ☒ Taking part in people's stories
- ☒ Helping create information for other tenants
- ☒ Assisting with our social media



OUR SERVICES

We provide housing support from the start of a person's tenancy and throughout. We keep our tenants homes in good condition and provide a reliable repairs service.

Our repairs helpdesk is supported by specialist surveyors. We will keep improving our homes and make sure they are safe and secure.

We carry out surveys to help us plan future work, such as new bathrooms, kitchens, heating, doors, windows, and roofs.

You can find out more in our Tenant Charter, go to: www.encircleha.co.uk/tenant-charter.



OUR PERFORMANCE

We will be open and honest about how we are doing and how we are improving our services.

- We will ask for feedback and explain how we will use it to make improvements
- We will challenge ourselves to improve how we work and how we perform
- We will carry out courtesy calls every three months to check the quality of repair work
- We will regularly review our services, finances, and tenant satisfaction
- We will compare our performance with similar housing organisations to see how well we are doing
- **The results of our performance will be shared...**



In our
Annual
Report



On our website



In our
tenant
newsletter,
Our Voice





IF THINGS GO WRONG

We know we do not always get things right. If something goes wrong, we will say sorry and put it right as quickly as possible.

You can find out how to make a complaint in our Making A Complaint fact sheet and our Complaints Policy. These are also available on our website

You can speak to our Complaints Officer about your concern and how to make a complaint. Call 0330 390 0517, email contactus@encircleha.co.uk or contact us via our website www.encircleha.co.uk/complaints



We will contact you within 5 working days after you make a formal complaint

For a Stage 1 complaint, we will send you a written response within 10 working days after we have investigated your complaint. We will keep you updated until it is resolved

We aim to fully resolve a Stage 1 complaint within 15 working days where the issue is our responsibility, or the responsibility of one of our contractors or partners

If you are not happy with the outcome, we will talk with you about what further steps you can take. Full details are in our Complaints Policy

We will check that you are happy with the final outcome

We will learn from the feedback that you give us

We will keep your information confidential







CONTACT US

For more information about this Charter or Encircle Housing:

Call: 0330 390 0517

Email: contactus@encircleha.co.uk

To report a repair call: 0330 094 0142

Email: repairs@encircleha.co.uk

Encircle Housing, First Floor, Lister House, Lister Hill, Horsforth, Leeds LS18 5AZ

Encircle Housing. Registered Provider of Social Housing number 4784
and Co-operative and Community Benefit Society FCA Number 8071.

Encircle Housing has charitable rules.