

Information about our services

We have a wide range of information leaflets to tell you about your rights and our services. You can get them from our office or at www.unityha.co.uk.

Repairs

'Repairs' tells you about our day-to-day repairs service when something breaks or stops working.

'Planned & cyclical maintenance' tells you about our planned programmes and regular maintenance like external repainting or gas safety checks.

'Tenant repairs' tells you about your responsibilities and what to do if you want to make changes or improvements to your home.

'Aids and adaptations' is for residents who need changes to their home because of disability or age.

Moving or buying a home

'Applying for housing' tells you how to apply through Leeds Homes and how to get the right priority.

'Moving home' is for new tenants. It's also for existing Unity tenants who want to move or swap homes.

'Lettable standards' tells you what condition your Unity home should be in when you move in.

'Buying your own home' tells you about your *Right to Acquire* and other affordable house-buying options.

Rent

'Paying your rent' tells you how you can pay and what help you can get if you have money problems.

'Your service charge' is for tenants who pay for extra services on top of their basic rent.

Other information

'Resident involvement' and 'In your neighbourhood' tell you how you can influence what services you get from Unity and the services to your neighbourhood.

We also publish leaflets on 'Complaints', 'Compensation', 'Anti-social behaviour' and 'Equality and diversity'.

Problems understanding?

If you need any of our information **translating**, or if you need an **interpreter**, please contact us.

 **(0113) 200 7700**

We can also provide this information in **large print** or **on CD** if you need us to.

Unhappy with our service?

If you feel that we have not kept to the standards that we promised in this leaflet, let us know so we can try to put it right.

If you want to make a complaint, you can do so in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**.
- Write to the Complaints Manager at the address below.
- Email us at uha@unityha.co.uk.

There is more information about making a complaint in our leaflet *Complaints and Compliments* - please ask us for a copy, or look on our website.

Our contact details

Unity Housing Association
113-117 Chapeltown Road
Leeds LS7 3HY

 **(0113) 200 7700**

Email: uha@unityha.co.uk

Web: www.unityha.co.uk



Customer service standards



The standards that we set and monitor

**Leaflet 17
Version 2 - Nov 2009**

Customer service standards

Without our customers, there would be no Unity. We aim to provide you with an excellent service that gives our tenants value-for-money for their rent.

We set standards for our service, so that you know what to expect. There is a lot of information about our different services in our range of leaflets, which are also available on our website at www.unityha.co.uk.

This leaflet is a summary of our most important standards. We monitor all our performance targets and report back to our tenants and our Board of Management. We report back to tenants in our quarterly newsletter, *Unity News*. This is how we are accountable to you.

The targets for this year were set after consultation with our residents. If you would like to have your say on the targets for next year, please contact our *Resident Involvement Officer*. We consult on them in March or April each year.

Customer care

When you contact us, we will try to get back to you as soon as we can. We aim to keep to these standards.

Phone calls: answer 85% of calls within 6 rings

Phone messages: return calls within 2 working days

Letters: write back to you within 10 working days

Emails: answer your email within 10 working days

Jargon-buster

Financial year: Unity's financial year runs from 1st April to 31st March. This means that our budgets start from April each year. If we write 2009/10, this is short for the year from April 2009 to March 2010.

Quarterly: Four times a year - every three months

Performance targets for 2009/10

These are the targets that we set for customer satisfaction with different parts of our service. We monitor how well we are keeping to them and let our tenants know in *Unity News*.

We set targets for satisfaction levels and for the amount of people that get back to us. We do this because a 100% satisfaction rating with our repairs service is meaningless if we've done 500 repairs but only one person got back to us in our survey!

If we do not get as many responses as we want, we find other ways to get the surveys done, for example by phoning people to ask them what they think.

Phone service

Measurement: Our computerised phone system tells us how long it takes us to answer each call.

Satisfaction targets:

85% of calls answered within 6 rings

Repairs

Measurement: We give a satisfaction questionnaire to every tenant who we order a repair for. We aim to get at least 30% of them back.

Satisfaction targets:

85% of tenants satisfied with how well Unity staff dealt with their repair

85% of repairs fixed first time by the contractor

98% of appointments kept by our contractors

Planned maintenance and improvements

Measurement: We survey all our tenants who have work done under our planned maintenance programme (e.g. replacement kitchens or boilers) or scheme improvements to their estate. We aim to get responses from at least 30% of them.

Satisfaction targets:

85% of tenants satisfied with the overall service

Anti-social behaviour

Measurement: We give a satisfaction questionnaire to everyone who has reported anti-social behaviour to us. We aim to get 75% of them back.

Satisfaction targets:

85% of people satisfied with Unity's service

75% of people satisfied with the outcome

Complaints

Measurement: We give a short satisfaction questionnaire to everyone who has made a complaint to Unity. We aim to get 75% of them back.

Satisfaction targets:

85% of people satisfied with Unity's service

75% of people satisfied with the outcome

Ex-tenants

Measurement: We give a questionnaire to every tenant who tells us they're moving out. We aim to get 100% of them back.

Satisfaction targets:

85% of ex-tenants satisfied with Unity's service

New tenants

Measurement: We give a questionnaire to all new tenants. We check that they have completed it when we visit them six weeks after they've moved in. We aim to get 100% back.

Satisfaction targets:

85% of new tenants satisfied with Unity's service

85% of new tenants satisfied with the condition of their home

Aids & adaptations

Measurement: We survey all tenants who have had aids & adaptations work done. We aim to get 100% of them to respond.

Satisfaction targets:

85% of tenants satisfied with the overall service