

Let's talk about...

# CUSTOMER SERVICE

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Chester  
& District  
Housing  
Trust

This leaflet sets out our standards for customer services and explains how you can access the services we provide

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## **WHAT STANDARDS OF SERVICE CAN YOU EXPECT?**

- We will always be polite and helpful, treating you with dignity and respect at all times and respect your confidentiality
- We welcome our diverse community and no-one will be treated less favourably. We will provide accessible services to all
- We will provide accurate, clear and easy to understand information in a variety of different formats, to meet all needs. All our publications will meet the criteria agreed by our residents and awarded with the Residents Approved Logo
- We will tailor our services to meet your particular needs
- When we visit, we will wear identification. If you are not at home when we call, we will leave a card with our details and the time we visited

- Keep appointments we have made or let you know in advance if we need to rearrange
- When you visit our offices, we will make sure you are seen within 5 minutes and offer you private facilities if you need them

## **When you phone, we will:**

- Answer the phone with a welcome greeting within 30 seconds
- Tell you the name of the person who you are speaking to
- Take a message if we can't deal with you immediately and get the most appropriate person to contact you
- Follow up phone messages within one working day
- Make sure that when our offices are closed an answerphone message will give you details of how to contact the Trust in case of an emergency

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## **When you write or e-mail, we will:**

- Respond to e-mails within one working day, reply to a letter within 5 days
- Acknowledge more complicated queries within 2 working days, and give you a full response within 10 working days

## **If you are not able to come to an office, we will:**

- Arrange within two days to visit you at home at a convenient time for you
- Arrange within two days an appointment to see you at a convenient location
- We will carry identity cards so you know who we are. If you are still unsure, you can always phone the office to check. Never let anyone into your home unless you are sure who they are

## **Our staff will:**

- Help you complete our forms
- Explain information or documents
- Help provide translation services if you do not speak English as a first language
- Help provide information in various formats to meet your needs

## **Our offices will:**

- Be clean and tidy and have disabled access where possible
- Provide rooms where you can discuss issues with us in private
- Provide IT and access for Trust services in all our offices
- Monitor performance standards to make sure you get an excellent service

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## HOW YOU CAN CONTACT US

To make sure that the highest quality service is provided, we offer you a range of ways to contact us.

### These include:

- By phone through our Freephone customer contact service
- Face-to-face at our main Centurion House reception or surgery sessions at the Lache and Blacon Offices
- Electronically via email

### In writing

- At interviews and home visits
- Through a menu of specialist or preferred contact methods

## By phone

You can access any of the services we provide via our Freephone number **0808 100 7701** between 8.00am and 6.00pm Monday to Thursday and 8.00am to 5.00pm on Friday. For your convenience, a dedicated Customer Services team will be pleased to assist with your enquiry.

In order to provide a high quality service, our Freephone number also provides access to our specialist repairs contact centre.

Should you need to contact us in an emergency outside of these hours, our Freephone service will provide direct access to our emergency team who will be pleased to assist.

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## Face to Face

If you prefer to contact us in person, our city centre based reception at Centurion House, 77 Northgate Street, provides a first point of contact for all your enquiries during the opening hours of 9.00am till 4.45pm Monday to Friday. Our dedicated Customer Services team will be pleased to assist with your enquiry. You can also visit the Lache area office between 9.00am and noon Monday, Tuesday, Thursday and Friday or the Blacon area office between 1.30pm and 4.30pm Monday to Friday.

## Interviews and Home visits

We are pleased to offer interviews at a variety of locations to meet your needs.

Centurion House has private interview rooms which are supported by specialist interview facilities at our area office surgeries based in Lache and Blacon. We are also happy to send a Trust representative to visit you in your home should this be required.

Please contact us to arrange a convenient time and location.

## Electronically

Our interactive website, **[www.cdht.org](http://www.cdht.org)** provides access to the Trust and information to assist your enquiry. You can report repairs via the website. You can also contact us directly on **[servicefirst@cdht.org](mailto:servicefirst@cdht.org)** where you are able to provide details of your enquiry, which will be responded to directly.

## In writing

If you would prefer to contact us in writing, please send your enquiry to our main address, Centurion House, 77 Northgate Street, Chester CH1 2HQ in order for us to respond directly.

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## SPECIALIST & PREFERRED METHODS OF CONTACT

In order to ensure that our services are accessible to all our customers, we have the following services available on request:

- All Trust documents can be provided in large print, Braille or as spoken word on tape or CD
- Trained British Sign Language (BSL) colleagues can be available
- A menu of recognised alternative languages for which all our Trust documents can be translated
- Access to translation and interpreter services for over 150 languages through Language Line to ensure we assist you in your preferred language
- A Minicom service on **01244 305500** is available for our customers who have hearing difficulties

If you have a preferred method of contact or have difficulty in accessing any of our services, please advise a member of our customer services team who will be pleased to discuss your personal requirements.

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## HELP US TO HELP YOU

To help Chester & District Housing Trust provide a high quality service, we need help from our customers. We expect customers to:

- Be polite to our staff
- Pay your rent on time
- Let our contractors into your home to do repairs and carry out annual gas and electricity safety checks
- Keep your home and garden in good condition
- Respect your neighbours and the environment
- Avoid causing a nuisance to other tenants
- Give us four weeks notice when you move
- Return the keys to your property on time

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## WHAT CAN YOU DO IF YOU ARE NOT HAPPY WITH THE SERVICE PROVIDED BY CHESTER & DISTRICT HOUSING TRUST?

Tell us if we have done something wrong and give us a chance to put it right.

### You can:

- Take up the issue with the member of staff you have been dealing with
- If you are still unhappy ask to speak with the manager
- If you cannot resolve the issue, use Chester & District Housing Trust's complaints procedure to make a formal complaint
- For more information about how to make a complaint, see our "Let's talk about... Complaints" leaflet

## HOW CAN YOU BE SURE THAT CHESTER & DISTRICT HOUSING TRUST IS MEETING THESE STANDARDS OF SERVICE?

We will tell you how we are meeting these standards in lots of different ways including:

- Articles in TrustNews sent to all residents
- The Chester & District Housing Trust website **[www.cdht.org](http://www.cdht.org)**
- Posters in our offices
- By monitoring all complaints received

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## IF YOU WANT TO KNOW MORE, PLEASE CONTACT US:

### Online

Web: [www.cdht.org](http://www.cdht.org)  
Email: [info@cdht.org](mailto:info@cdht.org)

### By phone

Freephone: 0808 100 7701

### Lines open

Monday to Thursday  
8am—6pm  
Friday 8am—5pm

Fax: 01244 305690

Minicom: 01244 305500

## BY VISITING US AT:

### Chester —

**Registered Office**  
Centurion House  
77 Northgate Street  
Chester, CH1 2HQ.  
Monday to Friday  
9am—4.45pm

### Lache —

**Neighbourhood Office**  
89a Cliveden Road  
Lache, CH4 8DT.  
Mon, Tues, Thurs and Fri  
9am—12pm

### Blacon —

**Neighbourhood Office**  
17—18 The Parade  
Blacon, CH1 5HW.  
Monday to Friday  
1.30pm—4.30pm

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## RESIDENT INVOLVEMENT

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!**

Interested? Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

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### Also available in

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