

## Keeping in touch

*We aim to achieve the highest standards for handling enquiries by:*

- ◇ answering your telephone calls within five rings and giving you the name of the staff member you are speaking to
- ◇ dealing with your calls in a polite, friendly and professional way
- ◇ calling you back within one working day if you leave an answerphone message or if the person you need to speak to is not in the office when you call
- ◇ answering your letters and e-mails within five working days or keeping you updated if we need longer to give you a full reply
- ◇ seeing you within five minutes of your arrival for an appointment
- ◇ ensuring that you can talk to us in private where appropriate.

## Rent and Service Charges

*We aim to achieve the highest standards for rent and service charges by:*

- ◇ giving you clear, readable rent and service-charge statements

## Complaints and Appeals

*We aim to achieve the highest standards in the way we handle complaints by:*

- ◇ setting out a clear and easily understood complaints and appeals procedures
- ◇ acknowledging complaints in writing within two days, whether made by phone, e-mail, letter or verbally. Investigating complaints and confirming the outcome in writing within a further ten days.

- ◇ handling cases of non-paid or missing rent promptly, firmly and fairly
- ◇ giving you advice about managing your rent account if you do fall behind with your rent
- ◇ confirming in writing any agreement for clearing arrears within two working days
- ◇ taking all reasonable steps, including legal action if necessary, to collect rent owed.

## Allocations, Transfers and Exchanges

*We aim to achieve the highest allocations, transfer and exchange standards by:*

- ◇ producing clear guidelines for the way we decide who moves into our properties, how we prioritise transfers and how we handle exchanges
- ◇ publishing details of our property lettings in our annual report or residents newsletter
- ◇ dealing with your transfer requests promptly and sensitively - particularly when you ask for a transfer because of harassment or domestic abuse
- ◇ aiming to complete mutual exchanges within 28 days where permission can be given.

## Succession to a tenancy.

Where a tenant has passed away, we will look into the tenancy position within five working days of being notified and confirm within ten days whether a member of the household may take over the tenancy.

## Keeping You Informed and Involved

*We aim to achieve the highest standards in resident involvement by:*

- ◇ encouraging and supporting residents who want to get more involved in housing issues
- ◇ consulting with you and our other customers, about our policies, our housing management and repairs services, and our plans for the future
- ◇ producing regular residents' newsletters
- ◇ outlining our performance in the Association Annual Report
- ◇ ensuring all SDRHA developments are visited by the Housing Officer at least once a year and giving residents at least 10 days notice of pre-planned scheme visits
- ◇ producing all our documents in plain English
- ◇ offering documents in larger print, on audio tape, or other languages as far as we are able
- ◇ keeping your personal records in line with the terms of the Data Protection Act and letting you see and update your information should you need to.

## Repairs and Maintenance

You can report repairs online at [www.southdevonrural.com/feedback.htm](http://www.southdevonrural.com/feedback.htm) or by phone on 01803 865503. For out of hours emergencies call 08457 626085.

*We aim to achieve the highest repairs and maintenance standards by:*

- ◇ carrying out all repairs, and planned maintenance work, within clear target times
- ◇ meeting our legal duty to make gas safety and gas appliance service checks every year
- ◇ asking you to return repair satisfaction slips and replying promptly to you if your slip shows that you were unhappy with our performance
- ◇ making sure that all the contractors we use follow our strict code of conduct
- ◇ Considering the redecoration of the outside of your home at least once every five years.

*Some repairs may form part of our planned maintenance programme and these may fall outside the standards shown above. They will normally be completed within a year.*

## Equal Opportunities and Diversity

We promote equality of opportunity and respect for diversity, so that all people have equal access to our services, employment and tendering opportunities.

### Our target repairs times:

- \* Emergency repairs  
- 24 hours
- \* Urgent repairs  
- 5 working days
- \* Non-urgent repairs  
- 28 days

# The South Devon Rural Housing Association Customer Charter

## What is the Customer Charter?

As a top priority, we aim to provide the highest levels of customer service. To help us achieve consistently high standards, we have set ourselves performance targets in key areas of our work.

## Why do I need to know about it?

We want you to know what you can expect from us. By clearly stating our performance targets for each of these areas this leaflet will help you to monitor our progress and get the most

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We are open from 9.00 am to 5pm  
Monday – Friday.

South Devon Rural Housing Association is an exempt charity



**SOUTH DEVON RURAL**  
HOUSING ASSOCIATION LIMITED

**The  
South Devon Rural Housing  
Customer Charter**