

NORTH LANARKSHIRE COUNCIL

REPORT

To: HOUSING COMMITTEE	Subject: CUSTOMER CHARTER HOUSING SERVICES
From: DIRECTOR OF HOUSING	
Date: 19 June 1998	
Ref: GW/AG/WD/8	

1. Introduction

- 1.1 I refer to my report of 29 April 1998 when Committee gave approval for an application for the Charter Mark Award 1998 to be progressed.
- 1.2 A commitment to customer care is central to the application and a Customer Charter has been developed to ensure that our customers have the information they need to make the best use of the housing services and also to ensure that they are aware of the standards they can expect to receive from the department.

2. The Customer Charter

- 2.1 The proposed Customer Charter which is attached at Appendix 1 outlines the following:
  - Customer Services Guarantees
  - Who to contact
  - Our Service Standards
  - How to make a complaint
  - Publications available
  - A customer comment form
  - Addresses and telephone numbers.

3. Publication

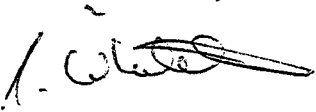
- 3.1 It is proposed that the Customer Charter is printed in leaflet form and is distributed to our tenants and customers through the Area Housing Offices. It will also be included in the Tenants Information Pack.
- 3.2 The Customer Charter will be subject to consultation with the tenants and residents groups.

**4. Recommendation**

4.1 It is recommended that Committee approve the publication and distribution of the Customer Charter following consultation with the tenants and residents groups.

**5. Background Papers**

5.1 The background papers are available within the department.



**G Whitefield**  
**Director of Housing**

Appendix 1

Proposed Customer Charter Text - document to be re-formatted by Graphic Designer

**Contents**

Our commitment to you

Customer Service Guarantees

Who to contact

Getting in touch

Our Service Standards

Making a complaint

More information on Housing Services

Asking you - Customer comment form

Addresses and telephone numbers

Proposed Customer Charter Text - document to be re-formatted by Graphic Designer

**Our commitment to you**

We are committed to providing a service which meets the housing needs and aspirations of existing and potential residents of North Lanarkshire. Our goal is to provide quality accommodation within an attractive environment, which is affordable, warm, damp free, safe and secure.

This Customer Charter aims to ensure that you have the information you need to make best use of our services and be aware of the standards you can expect to receive from the Housing Department

**Customer Service Guarantees**

We will deliver our services in a friendly, responsive and reliable manner and promise to:

- treat you with courtesy and respect
- train staff to ensure they are efficient and effective in their dealings with you
- deal with your requests, enquiries and concerns promptly
- provide you with accurate and relevant information and advice
- offer assistance in completing any forms associated with the Housing Service
- do our best to accommodate your wishes, or at least find a mutually acceptable alternative
- try our best to accommodate any special needs you may have
- regularly review the effectiveness of our services
- welcome your views on our services

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**Who to contact**

Contact your *local Area Housing Office* if you wish to enquire about any of the following services. You will find contact addresses and telephone numbers at the back of this guide.

- Repairs & Maintenance
- Programmed work - e.g. roughcasting, paintwork, fencing, re-roofing, PVCu windows/doors etc.
- Mutual exchanges
- Sub-letting
- Lodgers
- Conducting a business from home
- House sales
- Alterations and improvements
- Anti-social complaints, neighbour disputes
- Benefits
- Allocations
- Rents
- Home Contents Insurance
- Care of Garden scheme
- Homeless persons
- Sheltered Housing
- Caretaking and Concierge services
- General enquiries

To report Gas & Solid Fuel faults, contact Construction Services directly on 01698 840321. If you smell gas, contact Transco (British Gas) immediately on 0800 111 999.

Grants may be available to owner / occupiers for a variety of home improvement activities. If you are interested in finding out more about this service, please contact the Improvement Grants Section at Housing Headquarters. An address and contact telephone number is at the back of this guide.

**Proposed Customer Charter Text - document to be re-formatted by Graphic Designer****Getting in touch***In person* ☺

When you visit our offices, we will keep waiting times at reception areas to no longer than 10 minutes. Our name badges will be displayed, so you can see at a glance who we are.

If you are calling in to see a particular officer, it is usually best to telephone first and check that they will be available. Housing staff spend a lot of time working in the community, so making an appointment can help you avoid a wasted journey. However, there will always be someone on duty who can deal with your enquiry.

If we arrange to visit you, we will present our identification badge, which you will be able to check before allowing us into your home. We will respect your privacy at all times.

*In writing* ☒

We will answer general correspondence within 10 working days of receipt.

*By telephone* ☎

When you phone, we will answer within 10 rings, and give our names, so you know who you are speaking to.

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**Our Service Standards**

*Repairs and Maintenance*

- Category 1 emergency repairs will be commenced within 3 hours of issue
- Category 2 urgent repairs will be completed within 3 working days of issue
- Category 3 routine repairs will be completed within 7 working days of issue
- Category 4 routine repairs will be completed within 20 working days of issue

*Gas & Solid Fuel*

- Priority U: commenced within 2 hours of receipt of your call
- Priority 8: commenced within 24 hours of receipt of your call
- Priority 1: completed within 3 working days of receipt of your call
- Priority 4: completed within 8 working days of receipt of your call

*Mutual Exchanges*

We will respond to your request for a mutual exchange within 20 working days.

*Sub - Letting*

We will respond your request to sub - let your tenancy within 15 working days.

*Lodgers*

We will respond to your request within 15 working days.

*Conducting a Business from home*

We will respond to your request within 15 working days.

*House Sales Enquiries*

We will respond to your enquiry within 10 working days.

*Alterations and Improvements*

We will respond to your request within 15 working days.

*Anti-social complaints*

We will contact you within 3 working days of your initial complaint.

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*Benefits*

All new and fully completed applications will be processed in 5 working days. If new applications are incomplete and further information is required, this will be requested within 5 working days.

All correctly completed renewal claims will be processed in 10 working days.

*Allocations*

We will respond to your request to terminate your tenancy within 5 working days.

We will respond to your request for succession to tenancy within 10 working days.

We will respond to your request to transfer your tenancy within 15 working days.

All written allocation enquiries from waiting list applications will be responded to within 10 working days.

All new applicants who have submitted an application form will be visited within 10 working days.

*Rents*

Tenants eligible for rent refunds will be sent a cheque within 15 working days.

*Home Contents Insurance*

Tenants will be notified of acceptance onto this scheme within 5 working days of receipt of correctly completed application forms.

*Homeless Persons*

All investigations (by the Housing Department) surrounding a homeless person will be completed in 28 working days.

Applicants assessed as being in priority need will be provided with accommodation within 3 months.

*You can check whether or not we are meeting our performance targets by viewing the notice board at your local Area Housing Office.*



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### Making a complaint

We recognise that sometimes, despite our best efforts, you may still be unhappy with an aspect of our service. If this is the case, we would encourage you to tell us about it. By using our Complaints Procedure, you can be sure that your complaint will be thoroughly investigated by a competent member of staff. You can complain in person, in writing or by telephone. There are 3 stages to the Complaints Procedure:

1. In the first instance, report your complaint to your local Area Housing Office. Many complaints will be able to be resolved on the same day as the complaint is made. If this is not possible, you will receive a written acknowledgement of your complaint within 5 working days and a final response within 15 working days.
2. If you are dissatisfied with the action taken, you can appeal in writing to the Area District Manager or Section Head. Your appeal will be acknowledged in writing within 5 working days. Your complaint will then be reviewed and responded to within 20 working days.
3. If you are not satisfied with the way your complaint has been dealt with by the Area District Manager or Section Head, then your complaint will be passed to the Director of Housing for review and response.

If we cannot achieve response or resolution within our timescales, we will keep you informed of the reasons for any delay.

*Your complaints help us find out what we are doing wrong, so that we can put things right.*

### More information on Housing Services

If you are interested in learning more about our services, a variety of publications are available on request at Housing Offices. These include:

- Monthly Performance Report
- Quarterly Performance Report
- Annual Service Plan
- Housing Plan
- Local area newsletters
- Tenant Information Pack

### Asking you

At North Lanarkshire Housing, we regularly consult with our Customers on how to improve our services and advise on forthcoming developments. Your views and opinions are vital in helping us shape Housing Services. If you have something to say about our service, good or bad, you can complete the attached form and return it to us 'Freepost', or contact Housing Services on (01236) 812528.



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<b>Addresses and telephone numbers</b>
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**North District**

<i>Kilsyth Office*</i> Parkfoot Street Kilsyth G65 9AA  ☎(01236) 823290	<i>Moodiesburn Office*</i> Blackwoods Crescent Moodiesburn G69 0EZ  ☎(01236) 874664	<i>Abronhill Office**</i> Birch Road Abronhill, Cumbernauld G67 8PE  ☎(01236) 458311	<i>Condorrat Office**</i> 5 Main Road Condorrat G67 4BT  ☎(01236) 458210
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**Opening hours\*:**

Counter/telephone enquiries: Monday - Thursday: 8.45am - 4.45pm, Friday: 8.45am - 4.15pm

**Opening hours\*\*:**

Counter/ telephone enquiries: Monday - Thursday: 8.45am - 4.45 pm, Friday: 8.45am - 4.15pm, (closed 1-2pm)

Out of hours emergency telephone number for all areas: 0870 606 1674

**Central District**

<i>Coatbridge North</i> 195 Main Street Coatbridge ML5 3BW  ☎(01236) 812530	<i>Coatbridge South</i> 124 Main Street Coatbridge ML5 3BJ  ☎(01236) 710068	<i>Airdrie North</i> Bank Street Airdrie ML6 6AG  ☎(01236) 767755	<i>Airdrie South</i> Broomknoll Street Airdrie ML6 6BN  ☎(01236) 758000	<i>Chapelhall Office</i> 9-11 Park Place Lauchope Street Chapelhall ML6 8SW  ☎(01236) 753361
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**Opening hours:**

Counter/telephone enquiries: Monday - Thursday: 8.45am - 4.45pm, Friday: 8.45am - 4.15pm

Out of hours emergency telephone number for all areas: 0870 606 1674

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**South District**

*Motherwell Office\**  
69-71 Merry Street  
Motherwell  
ML1 1JJ

☎(01698) 332233

*Bellshill Office\**  
26 Motherwell Rd  
Bellshill  
ML4 1RE

☎(01698) 332340

*Wishaw Office\**  
236 Main Street  
Wishaw  
ML2 7ND

☎(01698) 302920

*Shotts Office\**  
162-164 Station Rd  
Shotts  
ML7 4AW

☎(01501) 821104

*Viewpark Office\**  
135 Burnhead Street  
Viewpark  
G71 5DD

☎(01698) 817124

*Forgewood Office\**  
97-107 Kylemore Cres.  
Motherwell  
ML1 3XA

☎(01698) 275055

*Holytown Office\*\**  
14 Spruce Way  
Holytown  
ML1 4PD

☎(01698) 734700

*Coltness Office\*\**  
84 Innerleithen Drive  
Wishaw  
ML2 8SB

☎(01698) 386743

*Gowkhrapple Office\*\**  
7 Linghope Place  
Wishaw  
ML2 0LJ

☎(01698) 359182

*Carfin Office\*\**  
15 Maryknowe Road  
Motherwell  
ML1 4DH

☎(01698) 262210

*Craignuck Office\*\**  
46 Laurel Drive  
Wishaw  
ML2 7RD

☎(01698) 361443

*Newmains Office\*\**  
55 Isla Avenue  
Newmains  
ML2 9HN

☎(01698) 383614

## Opening hours\*:

Counter/telephone enquiries: Monday - Thursday: 8.45am - 4.45pm, Friday: 8.45am - 4.15pm

## Opening hours\*\*:

Counter enquiries: Monday - Friday: 10am - 1pm, 2pm - 4pm

Telephone enquiries: Monday - Thursday: 8.45am - 4.45pm, Friday: 8.45am - 4.15pm

Out of hours emergency telephone number for all areas: 0870 606 1674

*Improvement Grants Section*

Municipal Buildings  
Kildonan Street  
Coatbridge  
ML5 3LF

☎(01236) 812603

Counter/telephone enquiries: Monday - Thursday: 8.45am - 4.45pm, Friday: 8.45am - 4.15pm