

swan



Customer care –

Committed to quality



Committed to quality

We are committed to giving our customers a high quality service. Our staff are committed to being polite and friendly. We treat all information confidentially. We provide the same standard of service wherever you live and we aim to treat all our customers fairly and according to their needs.

We always welcome your comments about how we can improve our services.

This leaflet explains the customer-care standards you can expect from us.

Our service standards leaflets

A group of residents have helped to produce our service standards leaflets. Each leaflet tells you about the level of service you can expect from us, as well as our service standards, for each main area we work in. These service standards cover:

- complaints and compliments;
- resident involvement and community development;
- equality and diversity;
- repairs;
- adaptations;

- lettings and empty homes;
- rent;
- antisocial behaviour and harassment;
- estate services;
- managing your tenancy;
- supported housing and floating support services;
- leasehold services; and
- customer care.

We will check regularly to see if we are meeting these service standards and let you know how we are doing. If you think we are not meeting these standards, please phone us on **0300 303 2500**.

Our customer care service standards

When you contact us, you can expect the following standards.

We will:

- answer the phone within 20 seconds;
- tell you who you are speaking to;
- arrange home visits if you ask us to;
- respond to all letters or e-mails within 10 working days of receiving them;
- offer you a service called Language Line which you can use if English is not your first language and, if you ask us, provide you with

If you want to tell us what you think about our services, please contact 0300 303 2500.



the information you need in your language; provide you with information in other formats such as in large print, in Braille or on CD if you ask us to; and

- give customers with hearing difficulties access to a textphone.

If you visit us:

- our offices will display opening times and an emergency out-of-hours number;
- our reception areas will be clean and tidy with a variety of information available on services that we and our partners provide;
- we will see you within five minutes of your agreed appointment time;
- if you arrive without an appointment, we will tell you how long you will need to wait to see a member of staff or we will offer you a future appointment; and
- if you want to talk to us in private, we will offer you an interview room if one is available.

If we visit your home we will:

- show you our identification, behave professionally and respect your home at all times; and
- be on time. If we are going to be late, we will call to let you know when we will arrive.

This leaflet only provides an outline of the services we offer. For more details you can:

- read your tenant's or leaseholder's handbook;
- read the newsletters and leaflets we send to you;
- contact us using the information below or speak to your housing officer; or
- visit our website at **www.swan.org.uk**

Contact us

If you want to discuss anything we have mentioned in this leaflet, please phone **0300 303 2500**.

Customer care:

Text: **07950 961811**

(start your text with the word INVOLVE)

You can also contact us through our website at **www.swan.org.uk** or at:

Head Office

Swan Housing Association
Pilgrim House
High Street, Billericay
Essex CM12 9XY.

Or visit our London office at:

Swan Housing Association
Cygnet House South
10 Chrisp Street
London E14 6LL.

Available in other formats and languages

English

This information tells you about **customer care**. If you would like to receive this in your own language, please contact us on **0300 303 2500**.

French

Ces informations traitent de **customer care** (service aux clients). Pour les recevoir dans votre propre langue, veuillez nous contacter au **0300 303 2500**

Polish

Niniejsze informacje dotyczą tematu **customer care** („Opieka nad klientem”). Aby otrzymać je we własnym języku, zgłoś się do nas pod numer **0300 303 2500**

Somali

Macluumaadkaan wuxuu kuu sheegayaa wax ku saabsan **customer care** (“Xannaanada Macmiilka”). Haddii aad jeceshahay inaad kani ku hesho luqaddaada, fadlan nagala soo xiriir **0300 303 2500**

Bengali

এই তথ্যে আপনাকে **customer care** (গ্রাহক পরিষেবা) র বিষয়ে জানানো হয়েছে। আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের **0300 303 2500**-এ যোগাযোগ করুন

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ **customer care** (ਗਾਹਕ ਦੇਖਭਾਲ) ਬਾਰੇ ਦੱਸਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ **0300 303 2500** ਤੇ ਸੰਪਰਕ ਕਰੋ

Arabic

تشير هذه المعلومات إلى **customer care** (“رعاية العملاء”). إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم **0300 303 2500**

Urdu

یہ معلومات آپ کو **customer care** (“خدمات صارفین”) کے بارے میں بتانے کیلئے ہیں۔ اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے **0300 303 2500** پر رابطہ کریں

If you would like a copy of this document in large print, Braille or on CD please call **0300 303 2500**.

