

CUSTOMER

# CONTACT CHARTER



**PROGRESS**  
HOUSING GROUP LTD.

# This leaflet tells you about our Customer Contact Charter and explains what you can expect as a customer.

If you would like this leaflet in another language or format (such as large print, audio cassette or Braille) or if you require the services of an interpreter, please phone Customer Services on 01772 450600

## اردو (Urdu)

اس اشاعت کی نقل اگر آپ کو کسی دیگر زبان یا شکل (فارمیٹ) میں چاہئے، یا اگر آپ کو ترجمان (انٹرپرائز) کی خدمات درکار ہوں تو برائے مہربانی کسٹمر سروسز سے فون نمبر 01772 450600 پر رابطہ کریں۔

## 廣東話 (中文繁體字) (Cantonese)

如欲索取本刊物的另一語文或格式版本，或要求使用口譯員服務的話，請致電客戶服務處，電話：01772 450600

# CUSTOMER

# CONTACT CHARTER

# contents

- 4** what can I expect as a customer?
- 4** what is the Customer Contact Charter?
- 6** what do you expect in return?
- 7** how do you monitor your standards?
- 8** what do you think of our services?

## WHAT CAN I EXPECT AS A CUSTOMER?

As a customer of Progress Housing Group you can expect to receive a friendly and helpful service.

Whenever you contact us, for whatever reason, we want you to feel that you have been treated with respect and that your query is important to us.

### What is the Customer Contact Charter?

In consultation with our customers, we have agreed a set of standards based on what is important to them, and we have developed a Customer Contact Charter. This leaflet sets out the standards that we have agreed.

### What does it state?

#### Promise 1

We promise to make our offices accessible and welcoming by:

- Providing a relaxed and friendly environment
- Making our services accessible to disabled people and those with a sensory impairment
- Providing interview rooms where you can discuss things in private
- Displaying information about our services

## Promise 2

We promise to make communication with us as easy as possible by:

- Aiming to reply to you in your preferred method of communication
- Writing or speaking to you in plain language
- Providing different communication methods such as audio recordings, sign language, interpreters, home visits, large print, Braille, pictures and pictograms
- Providing an interpreter where English is not your first language

## Promise 3

We promise that our staff will respect and value you by:

- Identifying themselves by name
- Treating everyone fairly and taking account of individual needs
- Respecting confidentiality
- Respecting your home
- Offering a choice of morning or afternoon appointment for repairs inspections
- Arranging an appointment for all other visits and keeping to within 15 minutes of the arranged time
- Having a feedback process in place so that you can complain, praise or make suggestions

## Promise 4

We promise to respond promptly to you. Our targets are to:

- See you within 10 minutes when you call into our office
- Answer 85% of phone calls within 20 seconds (about 5 rings)
- Respond to messages within 2 working days
- Reply to letters within 5 working days and give a time scale if we are going to take longer to answer your query fully
- Reply to emails and web communications within 5 working days

## Promise 5

We promise to keep you informed and involved by:

- Providing an information pack to all our new tenants and leaseholders
- Distributing newsletters to all tenants regularly and involving them in helping to produce the newsletters
- Involving Progress Care customers and/or advocates and encouraging them to become Board Members and sit on tenant involvement panels
- Publishing a Tenant Compact and encouraging New Progress customers to be involved
- Carrying out satisfaction surveys and using the feedback to improve services
- Publishing service standards and targets for our key service areas such as repairs and applying for a home

## WHAT DO YOU EXPECT IN RETURN?

We believe in mutual respect. This means that we will treat you with courtesy and respect but we also expect the same sort of treatment from you.

We understand that you may be angry, upset or frustrated when you contact us but you can help us by:

- Treating our staff with courtesy and respect and not behaving in an abusive, threatening way or using foul language
- Letting us know if you need to cancel or rearrange an appointment
- Giving us the information we need to help you
- Telling us about changes in your circumstances that may affect the way we can best meet your needs

- Allowing access to your home to carry out routine and emergency repair work
- Complying with the terms of your Tenancy Agreement
- Participating in satisfaction surveys and giving us feedback on our services so that we can continuously improve them

## How do you monitor your standards?

We will set targets and carry out regular monitoring to ensure that we are meeting the standards set out in our Customer Contact Charter.

We will publish the results of this monitoring in tenants' newsletters, on our website, at tenants' forums or on display in our reception areas. This will keep you informed on how successful we are in meeting our targets.

We will regularly review our standards to ensure that they are meeting our customers' needs, taking your feedback into account.

There are various ways we can monitor our standards, some of which will involve our customers. These include:

- Customer satisfaction surveys
- Tenant audits, including mystery shopping
- Internal audits
- Review of feedback forms received

## WHAT DO YOU THINK OF OUR SERVICES?

Progress Housing Group wants to hear your views and welcomes your feedback. We will use your comments and suggestions to better meet your needs and to continuously improve the services we offer.

You can tell us what you think of our services by completing the detachable form on the back page and returning it to us. The postage is prepaid, so no stamp is required. You can also return completed forms by hand to our offices at Sumner House.

We will monitor all the responses we receive and use the information to improve our standards.





**PROGRESS**  
HOUSING GROUP LTD.

LEAFLET  
**2**



**NEW PROGRESS**  
HOUSING ASSOCIATION LIMITED



**PROPERTY SERVICES**



**PROGRESS CARE**  
HOUSING ASSOCIATION LIMITED

## HEAD OFFICE ADDRESS

Progress Housing Group  
Sumner House, 21 King Street, Leyland, PR25 2LW

## OFFICE OPENING TIMES

Monday - Thursday 9am-5pm  
Friday 9am- 4.45pm

**TELEPHONE** 01772 450600  
Monday - Friday 8am - 6pm

**FAX** 01772 450601

**EMAIL** [enquiries@newprogress.co.uk](mailto:enquiries@newprogress.co.uk)

**GROUP WEBSITE** [www.progressgroup.org.uk](http://www.progressgroup.org.uk)

**TENANT WEBSITE** [www.talk2progress.co.uk](http://www.talk2progress.co.uk)



Certificate No  
FS 37690



INVESTOR IN PEOPLE

November 2006

## TELL US WHAT YOU THINK

Name

Address

Telephone number

Email address

Today's date

  

If you have visited our office, did you feel welcome?

Yes

No

If not, please tell us why.

When contacting us, do staff treat you in a polite and friendly manner?

Yes

No

When we write or speak to you, do we use plain language that you can understand?

Yes

No

If not, how could we be clearer?

If you have been visited by staff in your home, have they respected you and your home?

Yes

No

Not been visited

If not, please tell us why.

Do you think that we do enough to involve customers in our services?

Yes

No

If not, please tell us why.

Business Reply  
Licence Number  
PR1 457

2

Progress Housing Group  
Summer House  
21 King Street  
Leyland  
PR25 2LW