

- ▶ report any concerns to our staff as quickly as possible
- ▶ be polite to our staff
- ▶ tell us how you think we can improve our service by using our comments and complaints system

## keeping our promises

If we get it wrong we will:

- ▶ apologise and give you an explanation of what went wrong
- ▶ advise you how we will put it right and how we will learn from the mistake so it doesn't happen again

If you have a concern please use our comments and complaints system to let us know and we will:

- ▶ acknowledge your complaint within 2 working days, either in writing or verbally
- ▶ respond in full within 10 working days, either in writing or verbally, advising you of the date you can expect to hear from us if this is not possible
- ▶ keep you informed if the complaint takes a long time to investigate
- ▶ arrange for a senior officer to investigate your complaint if you are still dissatisfied
- ▶ offer you an appeals stage if you are still not happy with the outcome. Your complaint will be considered by a panel of at least 3 members and you will be notified of their decision in writing within 5 working days

## contact us

By telephone, in person or by writing to us at:

### Incommunities

Trust House,  
5 New Augustus St,  
Bradford BD1 5LL  
0845 166 2000

### Incommunities - aire-wharfe

6-14 Devonshire St,  
Keighley BD21 2DG  
0845 166 0100

### Incommunities - east

Dudley Hill Business  
Centre,  
Knowles Lane,  
Bradford BD4 9SW  
01274 257200

### Incommunities - north

Ravenscliffe Avenue,  
Bradford BD10 0JJ  
01274 254400

### Incommunities - shIPLEY

The Old School,  
Wrose Brow Road,  
Shipley BD18 2NT  
01274 257300

### Incommunities - south

Park View Mills,  
Wibsey Park Avenue,  
Bradford BD6 3QA  
01274 254900

### Incommunities - west city

City House,  
Cheapside,  
Bradford BD1 4HR  
01274 254700

A copy of this leaflet can be made available in large print, audio tape and braille.

A copy is on the website:

[www.incommunities.co.uk](http://www.incommunities.co.uk)

اگر آپ یہاں دی گئی معلومات کو سمجھنے کیلئے مترجم کی مدد چاہتے ہیں، تو برائے مہربانی اپنے مقامی ٹرسٹ آفس سے رابطہ کریں جو آپ کے لیے ان کی تشریح کرنے کا بندوبست کریں گے۔

আপনি যদি এ দলিলের অনুবাদ পেতে চান তাহলে অনুগ্রহ করে আপনার স্থানীয় ট্রাস্ট অফিসের সাথে যোগাযোগ করুন যারা এতে যা যা রয়েছে সেগুলোর ব্যাখ্যা প্রদান করার ব্যবস্থা গ্রহণ করবেন।

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 business for neighbourhoods

 INVESTOR IN PEOPLE

[www.incommunities.co.uk](http://www.incommunities.co.uk)

Incommunities Group Limited is registered in England with Companies House No. 04221767. Registered address: Trust House, 5 New Augustus Street, Bradford, West Yorkshire BD1 5LL

# getting a home



## our promises

 communities

## what are quality standards?

These are standards of service which explain to you the quality of service you can expect from us.

## getting a home?

We manage over 22000 tenancies. To provide our customers with more choice in where they wish to live we use the Bradford Homehunter system to allocate the properties we have available.

Bradford Homehunter is a website which allows you to register your application, search for properties and place bids on those you are interested in. The website address is:

**[www.bradfordhomehunter.co.uk](http://www.bradfordhomehunter.co.uk)**

We also want to make sure that your new home is safe, clean and in a good condition.

## our promises

When applying for a property, we will:

- ▶ provide assistance when you register on the Bradford Homehunter system if you require it
- ▶ advertise details of all our available properties on the website, advertise a selection of properties every week in your local newspaper and in your local housing office over a weekly day cycle

When offering you a property we will:

- ▶ assess your eligibility for the property
- ▶ consider customers in arrears to bid for properties if 12 consecutive agreed weekly payments have been made
- ▶ contact you within 24 hours of the bidding cycle closing if your bid has been successful, is in first place and you are eligible for the property
- ▶ carry out checks on your previous tenancies within two working days (e.g. previous or current rent arrears, whether the property suits your needs, property damage, references from a current or previous landlord, anti-social behaviour)
- ▶ arrange a definite date for you to view the property
- ▶ advise you of any improvement works that are planned for the future

We will:

- ▶ ensure that your property is clean and has had essential repairs and all health and safety checks carried out prior to you moving in
- ▶ arrange definite dates for you to sign a tenancy agreement and receive the keys for the property
- ▶ provide you with advice on how to pay your rent and apply for housing benefit, if required, completing necessary forms as required
- ▶ provide you with a copy of the Gas Safety Certificate plus useful information regarding your tenancy and the services available in your local area

- ▶ arrange for you to be visited by the maintenance manager and a member of housing staff within two weeks of your tenancy starting to assess any non-essential repairs that are required. These will be completed within 30 days or at a date agreed with you at the time

## how will you know we are meeting these standards?

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

- ▶ customer inspector mystery shopping
- ▶ @home newsletter sent to all customers every three months
- ▶ Incommunities website [www.incommunities.co.uk](http://www.incommunities.co.uk)
- ▶ posters in your local Incommunities office
- ▶ reports to your local Incommunities committees twice a year
- ▶ consultation in a variety of ways with members of the 100 Club

## your responsibilities

We expect you to:

- ▶ keep your Bradford Homehunter application accurate and up to date
- ▶ be available for contact using the details you have provided
- ▶ attend arranged appointments or inform us if you are unable to
- ▶ be ready to start a new tenancy if you are offered one