

your responsibilities

We expect you to:

- ▶ 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
01274 254000

**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

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

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carrying out improvement works



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.

carrying out improvement works

Incommunities has over 22000 homes and is working with customers and partners to carry out the necessary improvements which will make them decent places in which to live.

We aim to provide an excellent service from start to finish of any works that may be undertaken in your home.

This service will include:

- ▶ providing a choice in the style of replacement fireplaces, kitchens, bathrooms and external doors
- ▶ providing daytime and out of hours contact telephone numbers if you have any queries
- ▶ providing temporary accommodation, if appropriate, whilst the works are being carried out and a removal company to transfer your furniture and belongings to your temporary home
- ▶ providing assistance in moving furniture and carpets where required if you are unable to do so
- ▶ using good quality materials that are manufactured to the relevant British Standard

our promises

We will:

- ▶ invite you to a consultation meeting near your home to discuss the proposed works and answer any queries you have
- ▶ provide you with a commencement date for the work to be carried out, giving at least 28 days notice
- ▶ provide you with a form of temporary heating if required whilst works are underway
- ▶ carry out all works whilst you remain in your property unless in exceptional circumstances
- ▶ ensure you are not left overnight without heating, electricity or water
- ▶ regularly contact you to keep you up to date and to resolve any queries you have
- ▶ provide you with confirmation of the date of completion
- ▶ offer you a decoration allowance, dependent on the level of damage to décor, or redecorate as required
- ▶ carry out a satisfaction survey to monitor the quality of service
- ▶ inspect all of the work carried out to identify any problems & arrange corrective action

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
- ▶ 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

