

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 254260

**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 اس لیے 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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services to leaseholders



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.

what are services to leaseholders?

We are committed to providing a range of effective services including providing information, advice and support where appropriate, and consulting with our homeowner customers on relevant issues.



our promises

We will:

- ▶ offer you a range of ways to pay your ground rent and service charges
- ▶ provide you with a regular six monthly invoice for service charges
- ▶ consult with you on any major works and improvements
- ▶ consult you about your payment options
- ▶ respond to all correspondence within 10 working days
- ▶ insure the building containing your home
- ▶ carry out our repair obligations detailed in your lease
- ▶ keep you informed through the @home newsletter and ensure there are opportunities for you to get involved in the things that matter to you
- ▶ ensure that, within the information we provide, you are informed about your rights and responsibilities in a clear and simple way
- ▶ work with and consult your leaseholder action group
- ▶ we will make sure all personal information and correspondence is confidential under the terms of the Data Protection Act 1998

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



providing homes of 1st choice