

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 254777

Incommunities - aire-wharfe

6-14 Devonshire St,
Keighley BD21 2DG
01274 254777

Incommunities - east

Dudley Hill Business
Centre,
Knowles Lane,
Bradford BD4 9SW
01274 254777

Incommunities - north

Ravenscliffe Avenue,
Bradford BD10 0JJ
01274 254777

Incommunities - shipley

The Old School,
Wrose Brow Road,
Shipley BD18 2NT
01274 254777

Incommunities - south

Park View Mills,
Wibsey Park Avenue,
Bradford BD6 3QA
01274 254777

Incommunities - west city

Commerce House,
24 Kirkgate, Bradford
BD1 4QL
01274 254700

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 01274 254321.

Pokud chcete tyto informace v jakémkoli jiném formátu včetně zvětšeného tisku, audio CD/kazety, Braillova písma nebo překladu do jiného jazyka, volejte prosím na telefonní číslo 01274 254321.

Ak chcete tieto informácie v inom formáte vrátane zväčšeného písma, zvukového CD/kazety, slepeckého písma alebo v preklade do iného jazyka, zavolaajte na tel. číslo 01274 254321.

QS7 V3 11/09



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

paying for your home & services



our promises



what are quality standards?

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

what are rents and service charges?

Rent and service charges are important as they pay for the services we provide for you.

Each year we give you 4 'rent free' weeks. Rent is due every Monday.

In addition to your rent you may be charged service charges to pay for services such as Neighbourhood Wardens, Wardens in sheltered schemes and Trustcare.

Every year we write to you in March to tell you what your rent will be for the following year. The amount of rent and service charges you have to pay will be written in your tenancy agreement should your tenancy start at any other time during the year.

our promises

We will:

- ▶ send a rent payment card to you at your new address within two weeks of your tenancy starting
- ▶ give you an official receipt for every payment made
- ▶ give you accurate and timely information
- ▶ give advice and help from the start of your tenancy to prevent arrears arising
- ▶ publicise a wide variety of payment methods so that you can pay in a way most convenient to you
- ▶ provide advice and assistance to help you keep your payments up to date
- ▶ contact you promptly to ask you why you have missed rent payments to help you minimise the risk of getting into debt
- ▶ offer settlement terms to help you bring your account up to date in a reasonable time
- ▶ help you stay up to date with your rent and service charge payments
- ▶ refer you to debt or benefit advisory services and other sources of helpful information, or tell you where to find help if needed
- ▶ tell you in advance if we plan to take any form of court action if you don't pay your rent or service charges
- ▶ always try to make an agreement with you to pay the money you owe before taking court action
- ▶ send you rent statements every three months

- ▶ 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 Management Trusts twice a year
- ▶ consultation in a variety of ways with members of the 100 Club