

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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tenancy & estate management



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 is tenancy and estate management?

We want to help people manage their tenancies by providing support and guidance, for example about anti-social behaviour, gas servicing, Right to Buy and assistance for people with disabilities.



our promises

We will:

- ▶ deal with all applications to swap tenancies (mutual exchange) within 42 days to include visiting you to ensure you meet the qualifying criteria and to advise you of the process
- ▶ contact you with a decision within 28 days of all required documentation being received when you apply to succeed, amend, take over or pass your tenancy onto some else
- ▶ visit you and advise you of our decision within 28 days of you applying in writing to carry out any alterations to your home
- ▶ deal with your application for Right to Buy or Right to Acquire in line with the current legislation which can be found in the booklet “your right to buy your home”
- ▶ provide specialist housing advice and assessment if you are disabled and thinking of moving to an adapted home, in line with information contained in the leaflet “Bradford disabled persons housing service”
- ▶ manage the gas servicing process to ensure that all gas appliances within our homes are checked for safety at intervals of not more than 12 months. This is in line with the Gas Regulations 1998 and information can be found in the leaflet “keeping you safe – gas service”
- ▶ respond to reports of abandoned properties within 1 working day and make sure the property is safe

- ▶ work with other agencies, to identify improvements, address issues and seek other support to improve neighbourhoods

Deal with anti-social behaviour by:

- ▶ acknowledging complaints of anti-social behaviour within 24 hours of being received
- ▶ contacting the complainant within 2 days to obtain full details of the problem and to arrange an interview
- ▶ arranging an interview with the complainant within 24 hours if a person’s safety is at risk
- ▶ for all other cases carrying out an interview with the complainant within 5 working days
- ▶ interviewing witnesses within 24 hours for urgent cases and within 6 working days for all other cases

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