OUR COMMITMENT TO YOU

What standard of service can you expect from Boston Mayflower

BOSTON MAYFLOWER

OUR COMMITMENT TO YOU

We believe that providing excellent customer service is the key to a successful business, committed to continuous improvement. To help us achieve this, we have produced a set of Service Standards for all the services we deliver.

These clearly state the standard of service you can expect from us and these are measured and monitored regularly.

If you feel that we have not achieved the level of service that we said we would, please let us know. We will look into it and if necessary make changes to see that it doesn't happen again. Also if the service that you have received exceeds your expectations and the standard that we set ourselves, please tell us so we can pass on your comments.

For details of all our Service Standards, please contact us for a leaflet, or you can download it from our website or collect them from our offices in Boston, Kirton and Fenside.

EQUALITY AND DIVERSITY

We promote equality and seek not to discriminate or to tolerate discrimination against any person or group of people as a result of their race, religion, age, colour, disability, gender or sexual orientation. We value diversity and believe that everyone should be treated with dignity and respect.

We endeavour to achieve this through all sections of our business including the new homes that we build, the staff that we employ, the way that we provide our services and how we interact with our customers.

As a part of our commitment to ensuring equality for all our customers and staff, we may ask for information regarding race, ethnic origin, gender, age, sexual orientation, disability, religion and marital status. We monitor this information to ensure that we are providing equal opportunities for those seeking housing or employment with us.

INTERPRETATION AND TRANSLATION

We have a translation and communication service available to any applicant or tenant who may need help communicating with us. We are able to provide:

- Translation from English into another language
- An interpreter to translate information into another language, either via the telephone or face to face
- Translation into Braille and onto audio cassette

CONFIDENTIALITY

All information provided to us and held on our files will only be used in accordance with data protection legislation.

Your personal information will be kept confidential at all times. Normally we will only give information to others with your express permission and for the same purpose that we requested it from you. In some cases however, we have a legal duty to reveal information to public bodies, such as the police and to certain third parties, to ensure your or their safety and protection. We will only ever supply the details that are relevant to the situation.

If you are ever concerned about the information that we are asking for, tell us and we will explain why we need it, how it will be held, how it will be used and how long we will keep it.

IF THINGS GO WRONG

Our aim is to provide the highest quality of service, but we recognise that we don't always get it right and we make mistakes. Our complaints process has been designed to ensure that we satisfactorily resolve a complaint as efficiently and speedily as possible for you.

STEP I

Contact us straight away on 01205 318500 and speak to the member of staff who first dealt with this issue. If you are unsure who this is, speak to our reception staff who will help you to find the right person.

This is often the best and quickest way to put something right.

Your complaint will be recorded immediately, along with the steps taken to put it right, even if you are happy with the outcome at this stage.

STEP II

If we haven't resolved your complaint to your complete satisfaction at the first stage, you should make a formal complaint.

You can do this by calling us on 01205 318500, where we can:

- Take details of your complaint over the phone
- Request a complaint form, which we will help you to complete if you would like assistance
- Give you details of our Service Quality Manager, who you can write to:

Your complaint should state the following information:

- Your details – name, address and the date of your complaint
- Details of your complaint
- What you consider needs to be done to put things right

We will:

- Record your complaint and confirm that we have received it within 3 working days
- Fully investigate your complaint
- Keep your complaint confidential if you request that we do
- Provide you with a detailed response in ten working days

STEP III

Complain to our Chief Executive

If you feel that we have not been able to satisfy your complaint, you should write to our Chief Executive, within 28 days of receiving our detailed response.

We will:

- Record your complaint and confirm that we have received it within 3 working days
- Fully investigate your complaint
- Keep your complaint confidential if you request that we do
- Provide you with a detailed response in ten working days

STEP IV

Appeal

If you are not satisfied with the response from our Chief Executive, you should write to the Chair of our Board and request that your complaint be referred to our Appeals Committee.

We will:

- Acknowledge receipt of your complaint within 3 working days
- Contact you within 10 working days and tell you if your complaint is to go to the Appeals Committee and tell you the date of the next meeting
- You will be advised of the outcome of the Appeal within 3 working days of the meeting
- Advise you of your right to contact the Housing Association Ombudsman and the Housing Corporation

DISPUTES AND DISAGREEMENTS

REPAIRS

If you report a repair which is not attended to, or a repair is carried out poorly, phone the Repairs Hotline on the freephone number.

MAJOR WORKS

If you have a problem with any major works contract, please contact the Planned Maintenance Team as soon as possible. If you wait until you receive the bill for the work, it may be too late to get the contractors back to correct any faults.

The consultation notices sent to you before the work starts will tell you which officer is dealing with the contract.

ESTATE MANAGEMENT

If there is a problem with the quality of a service provided, for example, the estate caretaker service or grounds maintenance, please contact your area housing team.

Any problems with neighbours, your block, or your estate, may be reported to your area team.

Contact details may be found at the back of the handbook.

THE SERVICE CHARGE

We are always keen to improve our services to reduce the need for complaints. We also welcome suggestions from you on how we can achieve this. However, we know there will be times when there are things you are not happy about that you will want to raise with us.

If you dispute or disagree with some aspect of your Service Charge, and are thinking of withholding payment while the company is resolving the matter - do not withhold the parts of the charge you do not dispute.

A breakdown of the estimated costs for each service is provided to you at the beginning of each financial year (1 April) - usually sent out in February or March.

Your complaint should be set out fully in writing. We can always meet you and help with this if you ask us.

Our aim is to make sure everyone is dealt with fairly and equally, and that you are treated with courtesy and professionalism at all times.

SERVICE CHARGE DISPUTES PROCEDURE

Although the company has its own Complaints procedure, because the area of leaseholders' service charges is very specialised, Housing Management has its own procedure to try to resolve any problems.

If the company investigates your complaint, and you are not satisfied with the outcome, you will be advised to apply to the Leasehold Valuation Tribunal (LVT) to determine the matter, or take your own legal advice.

LVT's have been given greater powers by the Government to look at Service Charge disputes. They are independent and impartial. Hearings are semi-formal, and normally consist of three members - a lawyer, a valuer and a layperson.

TAKING A COMPLAINT FURTHER

If you feel that we have been unable to satisfy your complaint having been through our Complaints Process, you can take your complaint to:

The Citizens Advice Bureau – Telephone 08701 224422

- A Solicitor
- Your Local Councillor – Contact Boston Borough Council 01205 314200
- Your M.P at the House of Commons, Westminster, London. SW1A 0AA
- The Housing Corporation
  Housing Corporation Eastern Region
  Attenborough House
  19-119 Charles Street
  Leicester
  Le11 1FQ

- The Independent Housing Ombudsman,
  Norman House, Strand, London, WC2R 0AA

You should contact these office within 12 months of reaching the end of our complaints procedure.

BOSTON MAYFLOWER LTD

24 Hour Emergency Repair Freephone 0800 169 1530
Tel: **01205 318 500**
Fax: **01205 318 501**
Email: **mail@bostonmayflower.org.uk**
Website: **www.bostonmayflower.org.uk**

Office open **9am - 5pm Monday to Thursday**
9am - 4.45pm Friday

Registered number: 3773612
Housing Corporation Registration Number: LH 4237
Registered Charity Number: 1078179