

CUSTOMER CARE

Brentwood Housing Trust believes that every household should have a home in which they are happy to live. We will work with others to ensure that independent living in that home is possible for as long as our tenant wishes.

It is our aim that our schemes will be well managed and maintained and our tenants will feel safe and secure. We will take action against any tenant where it has been proven that they are responsible for anti-social behaviour, impairing other residents' enjoyment of their home.

You have the right to be consulted about the management of your home and you will be given opportunities to participate in any decision making process which affects your home or the neighbourhood in which you live.

The aim of this handbook is to include as much information about your home, the way in which the Trust works, our values and the way in which we try to treat our tenants.

We have tried to include as much information and detail as possible but if you would like to know more please do not hesitate to contact us.

COMPLAINTS

From time to time we know that things do go wrong. Before you feel it necessary to use our official complaints procedure, we would prefer to have the chance to speak directly with you.

Complaints can be about many things and are sometime about the way a certain member of staff has dealt with an issue affecting you. If you want to speak with a particular member of the Trust's staff you only need to ask. If that officer is not immediately available, leave your name address and telephone number and he or she will get back to you.

If you still are not satisfied that your complaint is being treated appropriately, the Trust does have an official complaints procedure.

We subscribe to the Independent Housing Ombudsman Service

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Brentwood Housing Trust is here to ensure that our tenants receive a high quality management service. Our key customer care principles are:

- We will listen
- We will treat customers with respect and empathy
- We will be approachable and deal with your query in a professional and efficient manner
- We will always provide a response
- All messages left will be returned by the end of the next working day

- All correspondence will be acknowledged within 1 working day
- We will do what we say we are going to do
- We will try and use your preferred communication method
- We will wear ID badges
- We will provide services which are fair and accessible to all
- We will encourage and respect the contributions of our tenants

If you feel that we have failed in any of the above please let us know.

If you would like to participate in the development and management of the organisation, please contact Val Fulcher, or any other officer on the number provided overleaf.

We hope that you will never have the need to use the Complaints Procedure, however, if you do wish to make a formal complaint and would like some assistance in making the complaint, please ask any officer from the Trust or take the Trust's 'complaints Procedure' to the Citizens Advice Bureau, housing advice centre, a law centre or a solicitor.

PICTURES WHICH COULD BE USED

