

Service promise



পরিষেবার প্রতিশ্রুতি (Bengali)

Υπόσχεση υπηρεσιών (Greek)

Promessa de assistência (Portuguese)

Ballanta adeegga (Somali)

Promesa de servicio (Spanish)

Hizmet konusunda size verdiğimiz söz (Turkish)





Homes for Islington's service promise – what is it?

We promise to adopt a customer-centred approach when delivering our services and to provide you with the best possible service at all times.

This promise sets out targets for those areas of our service that you have told us matter the most.

To deliver these high standards we will:

- **Ensure that all Homes for Islington staff receive customer care training.**
- **Monitor how we are keeping our promises with our tenants and leaseholders.**
- **Publish the results of this monitoring.**

Promises

Customer care

- We will deal with your enquiries in a helpful, polite and professional way.
- We will make sure that our local offices are open at published times and aim to deal with your enquiry within ten minutes of your arrival in our receptions.
- We will answer calls made to direct lines within six rings, with a greeting, name and location.
- We will answer your letters or e-mails within ten working days and if we cannot, we will tell you why and tell you when you can expect a reply.
- We will ensure that our staff and contractors wear identification at all times.

Treating you fairly

- We will ensure that the services we provide are fair and free from discrimination.
- We will provide information in a format of your choice.
- We will ensure that our offices and services are accessible for all.
- We will aim to involve all members of our community in feeding back on and developing our services.

Anti-social behaviour

- We will take all reports of anti-social behaviour and harassment seriously, whether made in person, in writing or over the phone.
- If you report anti-social behaviour or harassment then we will make an appointment to carry out an interview, if necessary, within five working days, or 24 hours in serious cases.

- We will take appropriate action against those responsible where we have evidence.
- We will review all reported cases of anti-social behaviour at least once a month and inform you of progress. If we decide to close a case we will write to you and tell you why.

Estate services and caretaking

- We will do all we reasonably can to keep our blocks and estates clean and safe places to live and visit.
- We will take action for abandoned vehicles to be removed from land managed by us within seven days.
- We will remove graffiti within 24 hours if it is offensive.





Rent and service charges

- We will provide you with a range of methods to pay your rent and service charges.
- We will provide clear rent and service charge statements.
- We will provide opportunities for you to talk to someone at our offices about any queries you may have and offer you help and advice if you have rent or service charge arrears.

Maintaining your home

- We will ensure that you can report emergency repairs 24 hours a day, 365 days a year.
- We will respond to your repair order within the timescales set out in our repairs policy.
- Depending on the type of repair, we will aim to complete your repair on the first visit.

- We will meet our legal duty to carry out gas safety checks to landlord installed gas appliances for our tenants every year.
- We will make sure that our contractors follow our customer code of conduct.

Moving in or moving home

- We will offer accompanied viewings on properties.
- We will visit all new tenants within four weeks of moving in.
- We will help you get access to aids and adaptations if you need them so that you can live independently in your home.
- We aim to register and make an initial assessment of transfer applications within ten working days.

Complaints, comments and compliments

- We will take all complaints seriously and have a formal complaints procedure to ensure that your complaint is dealt with fairly and promptly.
- We will encourage customers to tell us when we have done well and where officers have delivered excellent services.
- We will encourage customers to make suggestions to improve the service and provide methods for collecting these suggestions.
- We will tell you where we have changed policies or working practices as a result of your customer feedback.
- We will provide regular feedback on how we respond to complaints, comments and compliments.



Keeping you involved and informed

- We will offer you a range of opportunities to get involved.
- We will offer you the training you need to help influence our services.
- We will invite you to discuss current housing issues and changes to service delivery or Homes for Islington policies.



**Homes for Islington
Highbury House
5 Highbury Crescent
London N5 1RN**

www.homesforislington.org.uk



Contact us

Central Street Area Housing Office

85 Central Street, London EC1V 8DT
Tel: 020 7527 6250 Fax: 020 7527 6207
Email: csha@homesforislington.org.uk
Minicom: 020 7527 6202

**Anti-social
behaviour hotline
020 7527 6247**

Holland Walk Area Housing Office

85 – 88 Holland Walk, London N19 3XS
Tel: 020 7527 7480 Fax: 020 7527 7407
Email: holland.walk@homesforislington.org.uk
Minicom: 020 7527 7405

**Anti-social
behaviour hotline
020 7527 7477**

Lyon Street Area Housing Office

1 Lyon Street, London N1 1DQ
Tel: 020 7527 6880 Fax: 020 7527 6827
Email: lyon.street@homesforislington.org.uk
Minicom: 020 7527 6830

**Anti-social
behaviour hotline
020 7527 6853**

Upper Street Area Housing Office

Northway House, 257 Upper Street London N1 1RU
Tel: 020 7527 5300 Fax: 020 7527 5301
Email: upperstreet.AHO@homesforislington.org.uk
Minicom: 020 7527 5301

**Anti-social
behaviour hotline
020 7527 5346**

Home Ownership Services

50 Isledon Road, London N7 7LP
Tel: 020 7527 7715/7720 Fax: 020 7527 7733
Email: homeownership@homesforislington.org.uk

To complain, comment or compliment

Homes for Islington welcomes your feedback, whether you are unhappy and wish to complain, or you feel we have provided an excellent service.

Please speak to a member of staff or pick up the 'Complaints, comments and compliments' leaflet at your area office or visit our website at www.homesforislington.org.uk.

For more information on our service promise and what you can expect from us contact your area office or visit our website at www.homesforislington.org.uk.

If you would like this document in another language, LARGE PRINT, audio tape, Compact Disc or in Braille please contact your area office.



This leaflet is about our service promise to you and the standards you can expect from Homes for Islington. If you need a translation or more information in your own language, please contact your area housing office.

এই প্রচারপত্রে পরিষেবা সম্পর্কে আমাদের প্রতিশ্রুতি এবং আপনি Homes for Islington এর কাছ থেকে যে মান প্রত্যাশা করতে পারেন তা বর্ণনা করা হয়েছে।

আপনি যদি নিজের ভাষায়, এটির অনুবাদ চান অথবা আরও তথ্য চান, তাহলে অনুগ্রহ করে আপনার এলাকার আবাসন অফিসের সঙ্গে যোগাযোগ করুন। (Bengali)

Αυτό το φυλλάδιο εξηγεί τις υπηρεσίες που σας υποσχόμαστε και τα πρότυπα που μπορείτε να αναμένετε από τον οργανισμό Homes for Islington. Εάν χρειάζεστε μετάφραση ή περισσότερες πληροφορίες στη γλώσσα σας, παρακαλούμε να επικοινωνήσετε με το στεγαστικό γραφείο της περιοχής σας. (Greek)

Este folheto é sobre a nossa promessa de assistência para consigo e os padrões que pode esperar nas Homes for Islington. Se precisar de uma tradução ou de mais informações no seu idioma, contacte o gabinete de habitação (housing office) da sua área. (Portuguese)

Warqaddan waxay ku saabsan tahay ballanta adeegga laguugu talo galay iyo heerarka aad ka rejeyn karto Homes for Islington. Haddii aad u baahan tahay tarjumaad ama warar dheeraad ah oo luuqaddaada ah, fadlan la xiriir sarkaalka guriyeynta nawaaxigaada. (Somali)

Este prospecto trata sobre nuestra promesa de servicio a usted y los estándares que puede esperar de Homes for Islington. Si necesita una traducción o más información en su propio idioma, por favor póngase en contacto con la oficina de alojamiento de su área. (Spanish)

Bu broşürde hizmet konusunda size verdiğimiz söz ve Homes for Islington Konut Kurumu'nun mutlaka yerine getirmesi gereken hizmet standartları anlatılmaktadır. Türkçe'ye çeviri gerekiyorsa ya da daha fazla bilgi almak istiyorsanız, yörenizdeki konut bürosuna başvurabilirsiniz. (Turkish)

Central Street 020 7527 6250
Holland Walk 020 7527 7480

Lyon Street 020 7527 6880
Upper Street 020 7527 5300



**Homes for
Islington**