



CONTACTING NEW CHARTER

CUSTOMER CARE COMMITMENT

New Charter Housing Trust Group exists to build and support communities in the provision of safe, comfortable, secure and affordable homes, through partnership with customers and others.

We are committed to providing the best possible service to all of our customers and we aim to make sure that you:-

- Are treated with courtesy, honesty and respect, and that confidentiality is preserved at all times.
- Are treated equally, and according to your individual needs, regardless of gender, age, race, ethnic origin, religion, disability or sexual orientation.

We strive to assure an excellent service, by actively involving customers in specifying, monitoring and improving services and procedures.

The provisions of this leaflet relate to: -

- All our customers
- All our employees
- All those who provide services for us
- All our activities

HOW TO CONTACT US

New Charter Housing (North) Limited and New Charter Housing (South) Limited are the property owning subsidiaries of the New Charter Housing Trust Group.

If you live in, Ashton
 Droylsden
 Mossley
 Stalybridge

Your landlord is New Charter Housing North Limited.

Your local offices are:-

(Ashton/Droylsden/Mossley)

The Ashton Shop
2 Henrietta Street
Ashton-under-Lyne
OL6 6EF
Telephone No: 0161 331 2000
To Report Repairs-Freephone 0800 027 0828

(Stalybridge)

The Stalybridge Shop
62 – 65 Grosvenor Street
Stalybridge
SK15 2JN
Telephone No: 0161 331 2000
To Report Repairs-Freephone 0800 027 0828

If you live in, Denton
 Audenshaw
 Hyde
 Longdendale
 Dukinfield

Your landlord is New Charter Housing South Limited.

Your local offices are:-

(Denton/Audenshaw)

The Denton Shop
9 Albert Street
Denton
M34 6ZA
Telephone No: 0161 331 2000
To Report Repairs-Freephone 0800 027 0828

(Hyde/Longdendale/Dukinfield)

The Hyde Shop
12 – 14 Clarendon Street
Hyde
SK14 2EL
Telephone No: 0161 331 2000
To Report Repairs-Freephone 0800 027 0828

(For the Central Estate, Dukinfield)

2 Warwick Terrace
Dukinfield
SK16 4PB
Telephone No: 0161 331 2000
To Report Repairs-Freephone 0800 027 0828

If you require a service from us, or information or assistance, regarding your tenancy then you should first contact your local office. This also applies to leaseholders.

OTHER CUSTOMER CONTACT POINTS

HOUSING OPTIONS CENTRE 119-125 Old Street
Ashton-under-Lyne
OL6 7RL
Telephone No: 0161 331 2700

HEAD OFFICE New Charter Housing Trust Group
Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT
Telephone No: 0161 331 2000
Fax No: 0161 331 2001

E MAIL contact@newcharter.co.uk

New Charter + Tenants' Federation (NC+)

You can also contact NC+ if you require assistance in making contact with us.

The address is:-
Tenants Resource Room
New Charter Housing Trust Group
Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

COMPLIMENTS AND COMMENTS

We are delighted when we receive compliments from our Customers. We also welcome your comments on any aspect of our service, whether you are a satisfied customer or not.

Communication indicates where we are getting things right which helps us to continue improving by learning from our success.

You can contact us by telephone, letter, in person or by e-mail, or you can use the form at the back of this leaflet. Further forms can be obtained from any of our offices.

COMPLAINTS

We would prefer that all of our services run smoothly all the time, but unfortunately things do go wrong. We understand that there are times when you feel that we have failed to offer you good service, or we make a decision that you are not happy with. When this happens we are keen to hear of any complaints you may have. We will investigate what has happened and advise you of the outcome.

We acknowledge that you play an important role in helping us to put things right and by regularly monitoring your complaints we can identify where our service fails you and how we can improve it.

MAKING A COMPLAINT

WHAT TO DO FIRST

If you have a problem, we recommend that you begin by raising the matter with the Officer you originally dealt with, or with whom you normally deal, or with their Manager.

Experience shows us that in many instances problems arise from a misunderstanding that can usually be cleared up quickly and easily.

If after this you still wish to make a formal complaint, our procedure is set out below.

Your complaint will be dealt with on a stage-by-stage basis. To ensure that your complaint is thoroughly investigated; it will only be possible to 'jump' any stage of the process in exceptional circumstances.

STAGE 1

Complete the Customer Contact Form attached giving as much detail as possible. Our Officers will be happy to assist you to complete the form if you wish. You can get help by calling at one of our local offices. Whilst we prefer complaints to be made in writing, we will deal with verbal and written complaints in exactly the same way. When you make your complaint you may wish to include copies of correspondence or other documents, which support or identify your points. If you are unable to complete a form or visit an office, you can contact us by telephone on 0161 331 2000 and an officer will complete a form with you over the phone.

You will be notified of a reference number for your complaint.

Initially, the Manager of the Section to which your complaint relates will investigate your complaint.

We will send you a reply to your complaint within five working days, or, if your complaint requires further investigation, we will send you a letter stating when you can expect a fuller reply.

If your complaint concerns a Section Manager, then a member of the Complaints Investigation Team will deal with it. These are people who will not have been involved in the matter previously.

STAGE 2

1. If you are unhappy with the response you have received from the Section Manager, you can have your complaint considered again by a member of the Complaints Investigation Team. These are people who will not have been involved in the matter previously. If a member of the Complaints Investigation Team has been involved at Stage 1, they will not be involved in Stage 2.

To do this, you would need to contact the Business Improvement Officer, by telephone, or in writing, within 28 days of the response to Stage 1. You will be asked to state the reasons for wanting your complaint to be considered again. You may also meet with the Investigating Officer. You will receive an initial response to your request within five working days of receipt, which will tell you how your complaint will be investigated, how to arrange an interview with the Investigating Officer, if necessary and when you can expect to receive a detailed response to your complaint.

STAGE 3

In the event that you still do not feel your complaint has been resolved, the matter can be referred to the Complaints Review Board. This comprises of Senior Officers of New Charter, who will not previously have been involved in the matter, a representative of the Board of Management and a member of New Charter + Tenants Federation will also sit on the Board.

You will need to write to the Business Improvement Officer, within 28 days of the response to Stage 2, stating the reasons for wanting your complaint to be considered by the Complaints Review Board.

Prior to the hearing you will receive copies of the papers, which the Review Board will consider. You can make any comments on the documents in advance of the hearing, if you wish. You can contact the Business Improvement Officer to do this.

The Review Board will consider your complaint at a hearing. You will be advised of the date and time of the hearing and will be invited to bring a friend or representative with you. The decision of the Review Board will be sent to you within 5 working days of the hearing.

We may need to handle complaints differently, following other procedures. This may happen, for example, if for example

You engage the services of a Solicitor or obtain legal advice, which may result in legislative action.

We will advise you as soon as possible if we are going to handle your complaint differently.

IS THERE ANYTHING ELSE I CAN DO?

We hope that in the vast majority of cases we will be able to resolve your complaint. In the event that you remain unhappy about the way in which your complaint has been resolved, you have the right to refer your complaint to the Housing Ombudsman Service.

If you wish to make a complaint and think the Service can help you, there are certain conditions you **must meet first**:

- ▣ You must first make your complaint through the internal procedure of the landlord, agent or park home, within the time limits they stipulate, and not later than twelve months from the moment you become aware of the problem.
- ▣ That internal procedure must be completed before submitting the complaint to the Ombudsman. The Service cannot deal with it unless the landlord or agent is given a full opportunity to resolve the problem directly. If you are having difficulties using the internal procedure please let us know.

- You have to submit the complaint to the Ombudsman as soon as possible after completing the internal procedure, and not later than twelve months afterwards.
- Your complaint must be about something which the landlord or agent has not yet resolved. The Ombudsman primarily deals with maladministration – that is, with wrongdoing which affected you and which has not already been addressed locally. The Ombudsman cannot punish landlords or agents, nor can he ask them to do things if they have done nothing contrary to required standards, or if they have already remedied any mistake for which they were responsible.
- The Ombudsman encourages a conciliatory approach to resolving housing disputes. He will only investigate complaints when there is early evidence of serious maladministration. Otherwise, he may recommend instead the use of mediation or other alternative forms of dispute-resolution, which he makes available at no extra cost.

Housing Ombudsman Service
81 Aldwych
LONDON
WC2B 4HN

Telephone No:0845 – 712 – 5973

INDEPENDENT ADVICE

You also have the legal right to enforce the terms of your tenancy or leasehold agreement, through the Courts. If you think we are not meeting our obligations, you should seek independent advice from a Solicitor, the Citizens Advice Bureau, Law Centres and Housing Aid and Advice Centres.

If you consult a solicitor, you may be charged for their services.



CUSTOMER CONTACT FORM

Please complete this form if you wish to record a compliment or make a comment or complaint about our service.
It is a good idea to keep a copy of the completed form as you may wish to refer to it later.

YOUR NAME:	_____
YOUR ADDRESS:	_____
YOUR DAYTIME TELEPHONE N ^o :	_____

DETAILS OF COMPLAINT

Please explain the nature of the problem giving as much detail as possible (*continue on extra sheets of paper if necessary*).

What would you like us to do to put things right? (*continue on extra sheets of paper if necessary*)

SIGNATURE: _____ **DATE:** _____

Thank you for taking the time to complete this form

New Charter Housing Trust Group is committed to equal opportunities.
Please tick the boxes that you believe apply to you. Your answers are confidential and are used to monitor whether our customers are treated fairly.

YOUR ANSWERS WILL NOT AFFECT YOUR COMPLAINT OR COMMENT IN ANY WAY

<input type="checkbox"/> Male		<input type="checkbox"/> Female	
MY ETHNIC ORIGIN GROUP IS:			
White			
<input type="checkbox"/> British	<input type="checkbox"/> Irish	<input type="checkbox"/> Other	
Mixed			
<input type="checkbox"/> White & Black Caribbean	<input type="checkbox"/> White & Black African	<input type="checkbox"/> White & Asian	<input type="checkbox"/> Other
Asian or Asian British			
<input type="checkbox"/> Indian	<input type="checkbox"/> Pakistani	<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Other
Black or Black British			
<input type="checkbox"/> Caribbean	<input type="checkbox"/> African	<input type="checkbox"/> Other	
Chinese			
<input type="checkbox"/> Chinese	Other Ethnic Group		
	<input type="checkbox"/> Other		
DO YOU HAVE A DISABILITY?			
<input type="checkbox"/> Yes		<input type="checkbox"/> No	
Please tell us about it:			
My current age is:			
MY HOUSEHOLD IS MADE UP OF:			
<input type="checkbox"/> Couple		<input type="checkbox"/> Couple with children	
<input type="checkbox"/> Single		<input type="checkbox"/> Single with children	
Other (Please give details)			
<p>Please return this form to any of our offices or to the Business Improvement Officer, New Charter Housing Trust Group, Head Office, Cavendish 249, Cavendish Street, Ashton under Lyne OL6 7AT.</p>			
<p><u>PLEASE NOTE</u> If English is not your first language or have difficulty understanding or completing this form, please contact us at the address above, or telephone 0161 331 2000 for assistance.</p>			