

Our service pledge

Information about our services



tenant
checked



Contacting us	4
Gas servicing	8
Repairs	9
Keeping in touch	12
Rent and service charges	13
Help and advice	14
Working together	15
Managing your scheme	16
Help us to help you	18


Contact us


 **Speak to a member of our team**

 **www.riverside.org.uk**
email: **info@riverside.org.uk**

 **Customer Service Centre**
24 hours a day, 365 days a year
0845 111 0000

With inclusive call packages or mobile phones,
it may be cheaper to call **0345 111 0000**

 You can write to us at: **Riverside ECHG,**
PO Box 61, Speke, Liverpool L24 8WU

 We are happy to accept **Typetalk** calls
Minicom: **0845 111 7766**

This leaflet provides information about our services. It explains what we do, how and when.

This is one of a number of leaflets we produce for our tenants and residents. All our leaflets are available in our schemes, from our staff and on our website.

At Riverside ECHG, we are committed to providing excellent service to all our tenants and residents. We value diversity and do everything we can to make our services available to as many people as possible. This commitment to equality is at the heart of everything we do.

For information on our ethos, please see www.riverside.org.uk/compassioninaction

This is not a legal document. These performance standards are targets that we will aim to meet. The legal rights of our tenants are set out in our Tenancy Agreements and Licence Agreements and these performance standards do not create any additional rights.

Contacting us

You can contact us however it suits you, all our details are on the back page.

However you choose to contact us, either by speaking personally to a member of staff, by telephone (24 hours a day, 365 days a year), email or in writing, our staff will always:

- be polite and courteous
- give you their name
- explain things clearly and avoid jargon
- respect your privacy and handle all data in accordance with the Data Protection Act
- make additional services available if required, such as hearing enhancements and translation services.



If you call us

Our Customer Service Centre never closes, so you can contact us at the time that suits you best. You can call us about anything related to your service or tenancy, for example reporting repairs or any problems such as anti-social behaviour.

We will answer your call as quickly as possible – our target is 45 seconds. At really busy times it may take a little longer, but we will get to you as soon as we can.

If your enquiry cannot be resolved straight away, we will ask a member of staff to call you as soon as they can. We aim to contact you within 24 hours.

If you want to see a member of staff

Whenever you want to see a member of staff we will:

- see you as quickly as we can
- provide a private interview room, if required, and aim to see you the same day
- make sure all our offices and schemes are clean and tidy with disabled access where possible
- help you fill in any of our forms, if you'd like us to.

If you write to us

We will reply to your letter within ten working days. If we cannot provide a full answer to your query we will tell you why and let you know when you can expect a final reply.

If you prefer to email us, we will reply within 24 hours, but again if we can't provide a full answer, we will tell you why and let you know when you can expect a full response.

If you want us to visit you

If you are not based in a sheltered or supported scheme, we can arrange home visits by appointment. You can arrange an appointment by any of the ways previously mentioned.

We will make an appointment to visit you within five working days. In an emergency we will aim to visit you on the same day.

If you have any specific requirements, for example you need an interpreter or only want someone of the same sex to visit you, we will arrange this as soon as possible. We will also record these requirements (with your permission) so we know for future visits.

All our staff carry, and will show you, a photo-identity card and they will always respect you and your home.

If we have to cancel the appointment we will contact you in advance and try to make another one.

If you are not at home, we will leave a calling card asking you to contact us so we can arrange another time.

Help us improve!

We measure our performance on the above through telephone surveys, reception monitoring and compliance testing. The results are reported to our Quality and Customer Service Groups. If we don't deliver to these standards, please let us know!

Gas servicing

We service gas appliances and central heating systems in all schemes every 12 months. This is essential for your safety and is a legal requirement.

If we need to make an appointment to access your home we will write to you to say when the contractor will arrive. We will try and make sure the appointment is convenient for you, but if you need to change it, please tell us as soon as you can.

When the contractor visits they will:

- inspect your gas supply to make sure it is in working order
- service appliances that belong to us, and issue a safety check record for each of them
- carry out a visual inspection on your own appliances.

Help us improve!

We measure our performance on gas servicing and repairs through analysis of our management performance data.

The results are reported to our Gas Servicing and Repairs Continuous Improvement Groups. If we don't deliver to these standards, please let us know!

Repairs

If there are staff at your scheme they can help you to report repairs.

But you can also report a repair at any time. Our repairs reporting service is open 24 hours a day, 365 days a year.

To report a repair you can speak to a member of staff, call our Customer Service Centre, or visit our website and follow the link to 'reporting a repair'. Please don't use the website if you have a health and safety or urgent repair, call us or speak to a member of staff instead.

We will tell you when you can expect our contractor to call. Sometimes we need to send someone to see what needs to be done. In these cases, we aim to offer an appointment within five working days.

We offer appointments for a morning or afternoon visit. We will always try to make the appointment at a time that's convenient for you.

If we are unable to offer you an appointment when the repair is first reported, our contractor will phone or leave you a card to arrange a more convenient time. If they do leave a card, please contact them as soon as you can.

Our contractors will arrive when we say, respect your home, minimise any inconvenience and clean up when the work is finished.

We will put your repair requests into one of five categories and tell you how quickly you should expect it to be done.

The categories are:

Category	Details
Health and Safety	Where there is a serious risk to tenant or property
Priority	Where a 3–5 day wait is too long
Urgent	We will give you a definite appointment for the repair to be completed
Routine	If required, a pre-inspection will be completed within 5 working days. We will give you a repair receipt to confirm the job and an appointment for the repair to be completed
Programmed	We will group together certain types of non-urgent jobs and tackle them as part of a programme

Examples

Response time

Serious electrical faults

Same day

Heating breakdowns in winter where no other source of heat is available

Next day

Plumbing or roof leaks, a broken gas fire (if central heating is working)

Within 5 working days

Minor gutter leaks, adjustments to kitchen doors

Within 15 working days

Replacement kitchens

Keeping in touch

Throughout your tenancy we will keep in touch and make sure you are up-to-date with a range of information, help and advice.

You will receive a regular newsletter with information about our services and any service updates that may be of interest to you.



Rent and service charges

Our sheltered tenants will receive a rent account statement every three months.

Our supported residents can also request a statement. If you need one at any other time, contact us and we will send it out within 24 hours of your request.

If we need to make any changes to your rent charge, we will always tell you at least 28 days in advance.

We will provide you with details and an annual statement of any other charges you need to pay, such as service charges or charges for communal areas, and discuss any proposed changes to these.



Help and advice

Our staff are here to offer help and advice on a wide range of issues relating to your home, tenancy and local area.

We can help you get benefits advice by putting you in touch with other agencies that may be able to help you. If you fall behind with your rent, we will work with you to help you pay off your arrears in line with our arrears policy.

For more information please see our ‘Paying your rent’ leaflet.



Working together

We believe that schemes and neighbourhoods are all about the people who live in them.

As part of our commitment to improving your homes and neighbourhoods, we will work in partnership with you and involve you in decision-making, so that your views really do influence the way we manage and maintain your home.

There are lots of ways for you to get involved and we are constantly developing and promoting our resident involvement structure. It's important that you are able to get involved in a way that suits you.

To enable this we offer advice and support to tenant, resident and community groups and provide training to help you get involved.

For more information on resident involvement please refer to our 'Get involved' leaflet.

Managing your scheme

Our staff will offer help and advice on a range of issues around your tenancy and scheme.

We will:

- carry out inspections of your scheme and accommodation
- meet regularly with tenant groups to discuss any issues important to them
- consult, inform and update tenants about any major works programmes
- respond quickly to all reports of anti-social behaviour and harassment within two days or 24 hours if there is violence or the threat of violence
- ensure services are delivered to a good standard and offer value for money
- encourage tenants to become actively involved in managing their neighbourhoods.



Help us to help you

We are committed to working with you to continuously improve our services.

We have a complaints procedure and we would actively encourage you to use it if any of the standards in this booklet have not been met. Any complaints we receive are looked into. That way, we can see if there's a particular area of our service that needs to be improved.

Without your feedback it's more difficult for us to put our finger on what is going wrong, so please let us know if we have not met your expectations.

We aim to respond to all your complaints within 10 working days, and provide a full response within 20 working days.

Of course, it's nice to know when things have gone really well too! Let us know and we will make sure your comments are passed on to the individual concerned.

For more information on our complaints process, please see our 'Making a comment or complaint' leaflet.

Help us improve!

We measure our performance on anti-social behaviour, harassment and hate crime through our reporting database. The results are reported to our Hate Crime and Anti-Social Behaviour Groups. If we don't deliver to these standards, please let us know!

If you need this information in another format (such as large print, audio or another language) please contact us.

☎ **0845 111 0000**

অনুবাদের জন্য আমাদের টেলিফোন করুন।

若需翻譯服務，請致電我們。

अनुवाद माटे अमने फोन करो

अनुवाद के लिए हमें फोन करें

ਅਨੁਵਾਦ ਲਈ ਸਾਨੂੰ ਫੋਨ ਕਰੋ।

Ina soo wac sidii aan kuu turjimno

Çeviri için bizi arayın

Jeżeli potrzebujesz tłumaczenia, zadzwoń do nas

اتصلوا بنا للحصول على الترجمة

برای ترجمه بما تلفن نمائید

Contact us

 **Speak to a member of our team**

 **www.riverside.org.uk**
email: **info@riverside.org.uk**

Customer Service Centre

 **24 hours a day, 365 days a year**
0845 111 0000

With inclusive call packages or mobile phones,
it may be cheaper to call **0345 111 0000**

 You can write to us at: **Riverside ECHG,**
PO Box 61, Speke, Liverpool L24 8WU

 We are happy to accept **Typetalk** calls
Minicom: **0845 111 7766**

The Riverside Group Limited

Registered Office:
2 Estuary Boulevard,
Estuary Commerce Park,
Liverpool L24 8RF

A charitable Industrial
and Provident Society

Regulated by the
Tenant Services Authority

April 2010

Details correct at time of printing

Printed on 75% recycled
paper with 25% from
FSC-certified sources

REC2/007-0410V1.0C