



# Customer charter

This is a leaflet about our customer charter commitments



INVESTOR IN PEOPLE

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**whg is committed to providing all customers with a flexible and responsive service that is efficient, effective and customer focussed where customers are treated with courtesy and respect.**

To keep the quality of our services high, we have drawn up a list of minimum standards we will meet in key areas of our work. This leaflet sets out what you can expect when you:

- visit our offices
- telephone us
- write to us
- make an appointment for someone to visit you at home
- provide us with personal information
- make a complaint
- provide a compliment.

## When you visit our offices

We will:

- clearly display our opening hours (and how to contact us outside these hours)
- make our offices welcoming, comfortable and accessible to all
- have colleagues who will be wearing name badges
- provide a telephone interpretation service on request
- have private interview rooms available for use
- ensure you are seen within 10 minutes of your arrival
- issue you with a receipt, to help us monitor our performance, which provides details of the purpose of meetings between us

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- make hearing loops available at all our offices
- provide leaflets and information about our services for you to take away and, if you ask us, we will provide this information in other languages, large print, Braille or audio format. This will be done in five working days .

## When you telephone us during normal office hours

We will:

- aim to answer your calls within 20 seconds
- ensure an appropriate colleague from whg calls you back by the next working day
- offer to call you back if the conversation is likely to take some time
- provide an emergency repairs service you can telephone when our offices are closed.

## When you write to us

We will:

- aim to reply to all letters and emails within 10 working days
- ensure our response includes the name and job title of the colleague replying.

## When we visit you at home

We will:

- wherever possible, make an appointment that is suitable to you
- let you know as soon as possible if we cannot keep to an appointment
- carry identification that we will clearly display and which you are invited to inspect

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- clearly explain the nature of our visit, if we have to visit your home without making an appointment first, and check that it is convenient for you
- take notes of our conversation, if it is pertinent to do so, and place details on your file and provide you with a copy
- if you request a home visit, aim to make an appointment to see you within five working days at a time that is mutually convenient.

## Confidentiality

We will:

- keep details of any interviews, letters, emails, telephone contact and personal information about you and members of your household private, in line with our Data Protection and Disclosure of Information Policy.

## Communicating with you

We will:

- ensure all our written information is in plain English and easy to read
- provide information in large print, Braille or audio format or arrange to have it explained to you in your own language, on request
- provide you with a rent statement at least four times a year
- send out the Round Your Way newsletter to all of our customers at least three times a year
- send out our choose & move newsletter to customers registered with the service twice a year.

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## Complaints

When we receive a complaint we will:

- apologise
- try to put it right
- learn from our mistakes.

## Compliments

When we receive a compliment we will:

- record the compliment
- periodically publicise a selection.

## Monitoring and review

We will:

- monitor and review our customer charter regularly with involvement from our customers
- publish our performance against our customer charter standards quarterly on our website and display this in our offices.

We will not:

- always be able to give you what you want; if this is the case, where possible, we will offer you options or alternatives
- use unnecessary technical terms or jargon when explaining things to you
- accept any form of abuse or discriminatory behaviour against our colleagues or customers.

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To contact us please call:

**0300 555 6666**

Always charged at **local rate**  
– including from mobiles

## **Brownhills Housing Office**

13 Silver Court  
High Street  
Brownhills WS8 6HA

## **Bloxwich Housing Office**

Bloxwich Hall  
Elmore Court  
Elmore Green Road  
Walsall WS3 2QW

## **Blakenall Housing Office**

Blakenall Village Centre  
Thames Road  
Blakenall  
Walsall WS3 1LZ

## **Central Walsall Housing Office**

2nd Floor  
Tameway Tower  
Bridge Street  
Walsall WS1 1JZ

## **Darlaston Housing Office**

45 King Street  
Darlaston WS10 8DE

## **Willenhall Housing Office**

Beechwood House  
New Road  
Willenhall WV13 2BG

Email us at [enquiries@whgrp.co.uk](mailto:enquiries@whgrp.co.uk)  
Website: [www.whg.uk.com](http://www.whg.uk.com)

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### English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

### Bengali

ভাষান্তর, অনুবাদ, বড় হরফ, ব্রেল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউজিং ট্রাস্টের সঙ্গে যোগাযোগ করার জন্য সাহায্য করতে বলুন।

### Punjabi

ਵਿਆਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪ੍ਰਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟ ਲਈ, ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

### Gujarati

અર્થઘટન, ભાષાંતર, મોટી પ્રિન્ટ, બ્રેઈલ અથવા ઓડિયો ફોર્મેટ માટે, તમારા ઇંગ્લીશ બોલતા મિત્રને તમારા સ્થાનિક હાઉસિંગ ટ્રસ્ટનો સંપર્ક કરવા મદદ માટે કહો.

### Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो फॉर्मेटों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

### Urdu

اتشریح، ترجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

### French

Pour tout demande d'interprétariat, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

### Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, körler alfabesiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.

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Walsall WS1 1JZ  
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April 2009