



We can help



We can help you understand this information in your language. We can provide documents in large print or audio. Please ask a member of staff.

Bengali	আমরা আপনাকে আপনার ভাষায় এই তথ্য বুঝতে সাহায্য করতে পারি। অনুগ্রহ করে কর্মচারীদের কাউকে জিজ্ঞাসা করুন।
Gujarati	તમારી ભાષામાં આ માહિતીને સમજાવા માટે અમે તમારી મદદ કરી શકીએ છીએ. કૃપા કરી સ્ટાફના કોઈ સભ્યને પૂછો.
Hindi	हम इस जानकारी को आपकी भाषा में समझाने में आपकी सहायता कर सकते हैं। कृपया स्टाफ के किसी सदस्य से कहें
Punjabi	ਅਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਸਮਝਾਉਣ ਵਿਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਸਦੱਸ ਨੂੰ ਕਹੋ
Chinese	我們可以使用您的母語向您解釋此信息。詳情請諮詢我們的工作人員。
Farsi	ما می توانیم به شما کمک کنیم این اطلاعات را به زبان خود دریابید. لطفاً از یکی از کارکنان تقاضا کنید.
Urdu	ہم آپکی اپنی زبان میں ان معلومات کو سمجھنے میں آپکی مدد کر سکتے ہیں۔ براہ مہربانی عملے کے کسی ممبر سے پوچھیں۔
French	Nous pouvons vous aider à comprendre ces informations dans votre langue. Nous pouvons fournir les documents en gros caractères. Demandez à un membre du personnel.
Polish	Możemy pomóc w zrozumieniu tych informacji w Państwa języku ojczystym. Możemy dostarczyć dokumenty dużym drukiem. Poproście osobę z personelu.
Portuguese	Podemos facilitar-lhe esta informação na sua língua. Disponibilizamos documentos impressos em letra grande. Por favor dirija-se a um dos funcionários.

Connect Housing Association Ltd, 205 Roundhay Road, Leeds LS8 4HS
5th Floor, HSB Bank Chambers, Cloth Hall Street, Huddersfield HD1 2EG

Housing Services Hotline Leeds: 0113 285 0400 Huddersfield: 01484 35 35 30; Repairs Hotline Leeds: 0113 285 0404 Huddersfield (Trinity) 08453 313 121

Customer Services



Service Standards



Leeds

A charitable housing association

Version 1: August 2006

Our Aims

Connect Housing Association is committed to the provision of high quality services that put our customers first. We aim to be easy to contact, helpful, responsive and efficient. We intend to listen to customers' views and to act on suggestions that will improve our services.

Connect Staff

We will:

- Always be polite and helpful.
- Offer a professional and courteous service.
- Treat all people fairly and with respect.
- Listen to your problems and explain our services to you.
- Be honest with you when we are unable to provide a service and explain why we cannot help you.
- Be well informed and trained to provide an efficient service.
- * Use interpreting services, if English is not your first language.
- Carry identification and give you our names.
- Respect the privacy of customers and treat all enquiries confidentially. We will disclose confidential information only if you have given us specific permission or if we have a legal obligation to do so.
- Try to determine the cause of your frustration if you are angry or upset. However, if the conversation involves personal abuse or threats, we will end the conversation.

Leeds Office
205 Roundhay Road
Leeds LS8 4HS
Tel: 0113 285 0400
Fax: 0113 234 0482
minicom: 0113 235 0416

Huddersfield Office
The Media Centre
6 Friendly Street
Huddersfield HD1 1RD
Tel: 01484 353 530
Fax: 01484 353 545

Email: corporate.services@connecthousing.org.uk

Website: www.connecthousing.org.uk



A charitable housing association



You can contact us:

Staff are able to take your call or speak to you in person from:

9.00am to 4.30pm Monday, Tuesday, Thursday and Friday
10:30am to 4:30pm Wednesday

Outside these times, when the office is open, you can still pay rent, report a repair, request an appointment or leave messages at reception.

The office is open from:

9.00am to 5.30pm Monday to Thursday
9.00am to 5.00pm Friday

Telephone Calls

For all enquiries call: 0113 285 0400
To report a repair call: 0113 285 0404

Service Standards

Service standards tell you what you can expect from Connect Housing. We want to come up to our service standards and, to check this out, all standards marked with a * are measured and monitored. However, if you spot that we fall short of the standards that we have described, please contact a member of the *Community Services Team* or the *Service Improvement Team* and we promise to investigate your concerns. Or, alternatively, you can make a formal complaint (see Service Standard Leaflet 2 or the "How to Make a Complaint" leaflet) if you believe that this is more helpful.

We will review our service standards every year with your help and involvement. We will consult you in a variety of ways to make sure our services meet what you expect. We are committed to the use of external quality standards and independent assessment of what we do. We are also committed to constantly working on our service standards so that you regularly experience improvements in what we do.

Reception

We will:

- Keep our reception area clean and tidy.
- Display our opening hours.
- * If you call without having an appointment, we will tell you how long you can expect to wait before seeing an appropriate member of staff. We aim to see you as soon as possible and we monitor waiting times to try to continually improve our services.
- If you call with an appointment, we aim that you will see an appropriate member of staff within five minutes.
- Provide an interview room for you to speak to a member of staff in private.
- Provide assistance and facilities for people with mobility problems.
- Provide hearing loop facilities at our office if you are hard of hearing.
- Under certain circumstances, we may be able to arrange to visit you at your home by a mutually convenient appointment.

Telephones

We will:

- Identify ourselves when answering the phone.
- Hold your call in a queuing system, if you are calling during busy periods and no-one is immediately available.
- Aim to keep the time you are waiting to a minimum.
- * Monitor our phone system in order to improve access to our phone services.



Letters and Emails

We will:

- Reply to all letters within 10 working days. If you supply us with a stamped self-addressed envelope, we will acknowledge receipt of your letter. If we cannot give a full reply within 10 days, we will let you know the reason for the delay and when you can expect a full reply.
- Reply to all emails within 10 working days.
- Make sure all letters and emails written to you are clear and jargon free.
- Always tell you who is dealing with your enquiry.

Complaints

We will:

- * Encourage you to give us complaints, compliments and comments, and use them as a source of learning about what we are doing well and where we can improve.
- Try to resolve any issue causing you dissatisfaction as soon as you bring it to our attention. If you remain dissatisfied, we recognise your right to have your problem treated as a formal complaint.
- * Acknowledge complaints within two working days of receipt.
- * Provide a full response to complaints within 10 working days whenever possible. When this is not possible e.g. because further investigation is required or because of key staff absences, we will write and tell you and let you know when you can expect a full response.
- Give you the name of the person dealing with your complaint.
- Accept complaints made in person, in writing, by telephone, email and minicom.

- Provide you with clear information on how to make a complaint and provide assistance for you to make a complaint if you would like this.
- Investigate complaints fully and fairly.
- Inform you of other steps you can take if you remain dissatisfied.
- Report and publish information about complaints we have received.
- Provide leaflets explaining the Complaints Policy at all our office sites.
- Offer advice on other independent agencies who may be able to help.

What we ask of you

We request that you:

- Are polite when speaking with staff.
- Do not use abusive language or threatening behaviour. If you persist in doing this, you may be asked to leave or we may put down the phone.
- Read the information that we send you and provide the information that we request. If you have any problems with this, please ask us for help.
- Be patient with us – we do our best to keep waiting times to a minimum.
- Keep to appointments with us when these have been made or tell us in advance if you need to change the appointment time.

