

## When you visit us, we will:

- Ensure our office is open from 8.30am to 5.00pm, Monday to Friday
- Ensure our cash office is open from 9.00am to 4.00pm Monday and Friday and 10.00am -1.00pm on a Wednesday
- Keep up-to-date information for you on reception (e.g. Homeswapper, Hometalk and all our service leaflets)
- Provide facilities for private interviews on request
- Provide space to enable easy access for disabled people
- Answer your queries or signpost you to other services

## When we visit you

When we visit you, we will:

- Show official identification and behave professionally at all times
- Make appointments for home visits
- Contact you promptly if we are unable to keep an appointment and rearrange it

**If you would like this information in a different language, in large print or on CD, please contact us on 01235 515900.**

### **Polish** Karta Klienta

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

### **Portuguese** Política com clientes

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

### **Bengali** গ্রাহকদের সনদপত্র

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি.তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

### **Chinese** 客戶約章

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

### **Albanian** Karta e Klientit

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

### **Slovakian** Zákaznícka listina

Ak požadujete túto informáciu v inom jazyku, vytlačenu s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

**Soha Housing**, Royal Scot House,  
99 Station Rd, Didcot OX11 7NN

**Tel:** 01235 515900

**Fax:** 01235 515970

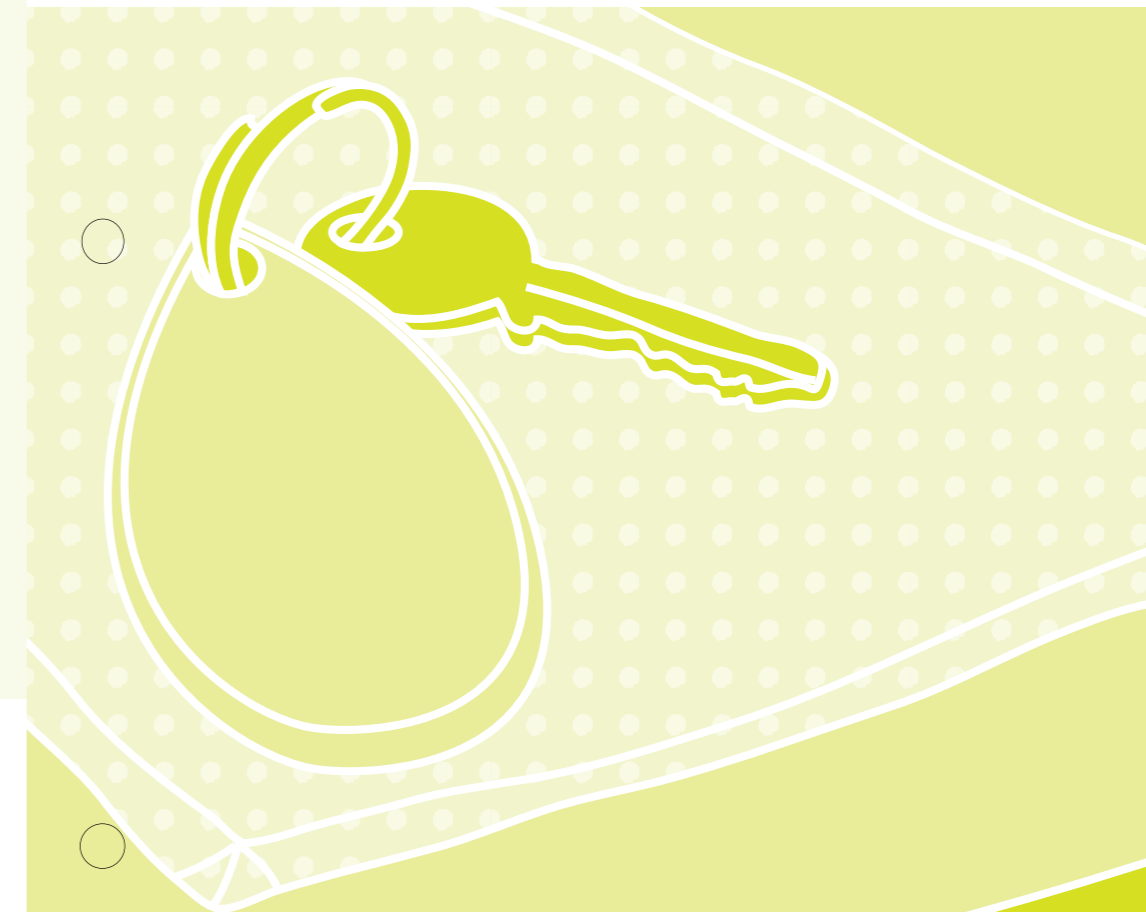
**Email:** housing@soha.co.uk

**Website:** www.soha.co.uk



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## Customer Charter



## The standards we set ourselves

This Customer Charter sets out the standards you can expect from Soha Housing throughout everything we do. The standards have been set in consultation with residents.

A booklet which sets out all our service standards together can be downloaded from our website [www.soha.co.uk](http://www.soha.co.uk) or is available on request. Standards for each specific service are given in the relevant leaflet.

Each of the leaflets we produce has been checked by tenants to make sure the information is clear and accurate.

## Our purpose

Our purpose is to be excellent at providing and managing homes and related services in communities where people want to live.

To do this, we provide an efficient, responsive and customer-focused service to tenants, leaseholders and other service-users. Our aim is to be flexible and to listen to customers as we keep them informed.

## Our values

We aim to:

- Be customer-focused
- Recognise and respect people's needs and aspirations
- Encourage fair access to the opportunities we create
- Be honest and professional
- Be effective and efficient
- Be forward-thinking

## Customers can expect:

- To be consulted about their needs and how they should be met
- To be given choices wherever possible

If you feel we are not meeting our standards, you have the right to complain and to have your complaint properly addressed and put right if necessary.

There is a dedicated complaints leaflet you may care to read. Call 01235 515900 or email [housing@soha.co.uk](mailto:housing@soha.co.uk) to ask for one.

You can complain on one of our forms in the leaflet, by letter, by telephone or email. Or we can visit you to take down your complaint.

## Our core service standards

We have ten solid principles for the services we provide.

### We will:

- 1 Answer the main phone line within five rings and the person answering the phone will give you their name
- 2 Take a message if the person you are trying to contact is not available and phone you back within 1 working day
- 3 Reply to your letters within 10 calendar days, or send you an acknowledgement within 7 days if a full reply requires more time
- 4 Acknowledge your emails within 24 hours and respond within 7 calendar days

- 5 Arrange appointments if needed, and let you know if we cannot keep an appointment
- 6 Encourage you to make an appointment but will aim to see you if you call into the office without an appointment within 15 minutes
- 7 Investigate complaints about our service, and respond in writing within 14 calendar days (acknowledged within 5 calendar days)
- 8 Provide easy-to-understand literature, and make information available in different languages, in larger type, in Braille or on CD if it would help you
- 9 Always carry official identification
- 10 Treat you equally, fairly and politely, recognising your individual needs

We will test how well we do all of the above by asking for tenants' views. We'll let you know the feedback we get. Please note that we may record telephone calls to help us with staff training.

## Visiting Soha's Didcot head office

We are opposite Didcot Parkway railway station at: Royal Scot House, 99 Station Road, Didcot OX11 7NN

Tel: 01235 515900