HOUSING SERVICES

Customer Service Standards

Mansfield District Council
Creating a District where People can Succeed

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CUSTOMER SERVICE STANDARDS

Mansfield District Council is proud of the quality of services we provide and we are committed to providing a high standard of service to all our customers

Our Standards

This booklet sets out the standards of service you can expect to receive when you contact the Housing Service.
These standards are reviewed annually by tenant representatives and you can have your say by contacting the Tenant Involvement Officers on **01623 463273** and **01623 563147** or email **mdc@mansfield.gov.uk**

Our Performance

Performance is monitored internally by Managers, through customer satisfaction surveys, customer feedback and Mystery shopping. The Housing Services Panel will scrutinise our performance against these standards.

We will publish information on how we perform against these standards in our annual report and make them available on our website.

Your Expectations

If you are in any way dissatisfied with our service you can contact the relevant section to discuss your concerns. If you have already contacted us and we have not resolved the matter you should make a formal complaint in writing or by email and send it to:

Mansfield District Council,
Civic Centre, Chesterfield Road South,
Mansfield, Notts NG19 7BH.

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Our Customer Care Promise

We will treat everyone politely, fairly and professionally. To achieve this we will:

- Be friendly and approachable
- Be fair and recognise the needs of different communities
- Listen and take your concerns seriously
- Be patient and ask relevant questions to establish facts
- Be helpful and offer information, support and advice
- Be constructive and take responsibility to resolve issues rather than pass you on to someone else
- Be realistic and not make promises that we cannot keep
- Respect your views and welcome your suggestions – but we will not tolerate abusive or aggressive behaviour
- Be accurate and keep records of all actions agreed and make sure that they are carried out

Our Communication Standards

Telephone Calls

- We will answer your call within 5 rings
- We will answer with a greeting, our name and service area, and "How Can I Help You"
- If we have to redirect your call, we will tell you who we are transferring you to, and what service area they work in
- If the person you wish to speak to is not available, we will take a message and make sure your call is returned within 24 hours
- We will divert our telephone to other officers when we are away from our desks so that you can always speak to someone when you call
- We will keep the use of answer phones / voicemail to an absolute minimum during office hours

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Written Correspondence and E-mail

- We will acknowledge your correspondence and emails within 5 working days or advise you when we can do so if this is likely to take longer
- We will respond fully within 10 working days
- We will include a named person, telephone number and email address in all our replies
- We will use plain straightforward language whenever possible
- We will respond in a format appropriate to your needs (large print type for example) and record your preference for future reference

Our Personal Contact Standards

General Standards

We will:

- Always wear a Council identity badge
- Be polite and courteous at all times
- Be diplomatic and discuss issues with sensitivity and tact
- Make sure that we fully understand the nature of your enquiry
- Accurately record any details you supply
- Respect your privacy and maintain confidentiality
- Offer to help you fill in forms if you want us to
- Provide interpretation, signing or translation facilities – if arranged in advance
- Recommend other agencies to you when we cannot assist or when it will be of benefit to you

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Visiting Our Offices – With an Appointment

- If you have an appointment, you will be seen within five minutes of your appointment time
- Your appointment will last as long as required to obtain all the information we need to deal with your issue
- At the end of the appointment, we will tell you what we are going to do to resolve your issue and when we will do it by
- If you arrive for an office appointment and the officer you came to see is unavoidably absent, another officer will see you or we will rearrange the appointment
- If we have to cancel an appointment, we will let you know straight away and arrange another appointment at that time

Visiting Our Offices – Without an Appointment

If you do not have an appointment, we cannot guarantee that the officer you wish to see will be available.
We will make every effort for you to be seen by another officer – but we may only be able to offer you an appointment at a later date – in the office or at your home.

Our offices will:

- Be easy to enter and leave and be accessible for people with disabilities
- Provide a safe, clean and tidy, comfortable, smoke-free environment
- Have private interview rooms for confidential discussions
- Have a wide range of up-to-date information leaflets available

Home Visits

- We will visit you in your home within 10 working days of an appointment request
- When we arrive we will show you our identity badge and give you the opportunity to check our identity with our head office
- If we are unavoidably delayed we will telephone you to let you know
- If we have to cancel an appointment, we will let you know straight away and arrange another appointment at that time

What we expect from you!

When we have made an appointment to see you at we expect you to;

- Turn up on time for your appointment
- Let us know if you are unable to make an appointment as soon as possible so that we can rearrange a suitable date and time
- Make sure you bring with you any information that you have been asked for.

If an officer is visiting your home we expect you to;

- Not smoke in the same room as the officer visiting you.
- Keep dogs and other animals in your home under control.

What we don't expect!

We do not expect you to harass, threaten to harass, use violence or behave in a threatening manner towards Council employees, Councillors or contractors employed by the Council.

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CONTACT LISTS FOR HOUSING SERVICES

LANDLORD SERVICES

This section is responsible for the repairs and planned maintenance functions as well as housing and estate management.

Paul Barker	Landlord Services Manager	01623 463269
Neil Turton	Tenancy Services Manager	01623 463741
Jill Kirkpatrick	Senior Tenancy Services Officer (Mans South/ Warsop)	01623 463359
Ruth Smith	Senior Tenancy Services Officer (Mans North/ Woodhouse)	01623 463363
Andy Johnson	Repairs Manager	01623 463393
	Housing Repairs Bureau	01623 463500
	24 hour emergency	01623 463050
Danuta Allsop	Right to Buy and Leasehold Officer	01623 463062

HOUSING NEEDS SERVICE

This section is responsible for housing needs including homelessness prevention, housing advice, allocations and lettings.

Michelle Turton	Housing Needs Manager	01623 463177
Chris Fisher	PATH Centre Manager	01623 463126
Sylvia Tarrant	Long-Term Support Services Manager	01623 463341
Graham Moffat	Money Adviser	01623 463451
Michelle Males	Welfare Rights Officer	01623 463450
Phil Oldfield	PATH Centre Team Leader (Moveahead)	01623 463729

STRATEGIC HOUSING

This section is responsible for housing regeneration and housing strategy. This includes the development of properties in Mansfield.

Robert Purser	Strategic Housing Manager	01623 463123
Jill Butterfield	Principal Housing Officer	01623 463389

POLICY UNIT

Supports all sections of the department to ensure the continued improvement of services.

Jeanette Marples	Policy Unit Manager	01623 463428
Milly Alonso	Tenant Involvement Officer	01623 463147
Helen Jayes	Tenant Involvement Officer	01623 463273

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This booklet can be provided in a variety of formats if required. Please do not hesitate to contact us on 01623 463463 if you require interpretation of this booklet or need help reading it.

Polish
W razie potrzeby możemy dostarczyć tę broszurę alfabetem Braille'a lub w powiększonym formacie. Jeżeli potrzebuje Pan(i) wyjaśnienia tego tekstu lub pomocy w przeczytaniu go, prosimy o skontaktowanie się z nami pod numerem 01623 463463.

Turkish
Bu broşür, talep edildiğinde, körler alfabesi (Braille) ya da büyük baskı formatında elde edilebilir. Bu formun çevirilmesini ya da okunmasında yardım isterseniz, lütfen 01623 463463 numaralı telefondan bizimle temasa geçmekten kaçınmayınız.

Cantonese (Chinese Traditional)
如果需要，我們可以提供這份傳單的盲文版本或大字印刷體版本。如果你要求翻譯或者需要幫助來閱讀這份表格，請別猶豫，致電 01623 463463與我們聯係。

Latvian
Šī buklete ir pieejamā Braiļa vai palielinātajā drukā, ja tas ir nepieciešams. Ja jums nepieciešams šī bukleta tulkojums vai palīdzība tā lasīšanā, lūdzu, sazinieties ar mums pa tālruni – 01623 463463.

Russian
Этот буклет может быть напечатан шрифтом Брайля или более крупным шрифтом. Если вам необходима помощь с переводом или чтением этого буклета звоните по тел. 01623 463463.

Urdu
یہ لیف لیٹ، بوقتِ ضرورت، بریل یا بڑے پرنٹ میں بھی مہیا کیا جا سکتا ہے۔ اگر آپ کو اس فارم کا ترجمہ چاہئے ہو یا آپ کو اس کے پڑھنے میں مدد چاہئے ہو تو برائے مہربانی ہم سے اس نمبر پر 01623 463463 رابطہ کرنے میں بلکل نہ ہچکچائے گا۔

Bengali
প্রয়োজন অনুযায়ী এই লীফলট ব্রইল অথবা বড় অক্ষরর আকার দওয়া যাব । এই ফরমর অনুবাদর প্রয়োজন হল অথবা এটা পড়ত সাহায্যর দরকার হল 01623 463463 নাম্বার আমাদর সাথ যাগাযাগ করত দ্বিধা করবন না ।

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