



# Customer Service Promise



## Our promise to you

Our Customer Service Promise is here to tell you how we will provide our services to you and what you can expect from us. The Customer Service Promise outlines how we will focus on these services every day, to enable improvements to your community.

### Our culture

We believe culture is everything and we work hard to create a positive, can-do, solution focused culture. We aspire that all our staff have the following qualities:

#### **Hungry**

Ambitious to succeed.

#### **Embrace everyone**

Everyone is different, and we value people's individuality.

#### **Accountable**

Taking personal ownership and responsibility to get things done.

#### **Respectful**

Treating everyone with respect and understanding.

#### **Together**

Being proud to be part of the SW9 Community Housing / Sovereign Network Homes team.

### SW9 are your managing agents

We are Managing Agents on behalf of Sovereign Network Homes, your landlord.

Our aim is to provide an excellent housing service to you, which meets our legal and contractual responsibilities, in good time, and reflects the needs of our residents and homes.

Your tenancy agreement or lease explains what these responsibilities are. Additionally, they explain what our obligations are, and what obligations, you as a resident, also have.

We will provide quality housing and excellent housing management services which will not only benefit residents but also enhance their quality of life. However, on occasions we may be unable to do things which fall outside of our responsibilities and we ask that you appreciate this.

We recognise we may not always get it right. If we fall below the standards we set out, we will work with you at putting things right as soon as possible.



## We will maintain your home

If you are a tenant, keeping your home in good repair is partly our responsibility and partly yours. Structural and permanent parts of your home are our responsibility to fix, unless you've damaged them, either accidentally or through lack of care.

These include the roof, walls, windows, external doors, ceilings, plasterwork, drains, and the installation of gas and electricity.

Other parts of your home are your responsibility to maintain and repair.

These include internal decorations, lighting and electricals like fuses, all fixtures and fittings that have not been provided by SW9, and all minor repairs to items such as floor tiles, internal door handles, toilet seats, blocked sinks, and broken windows.

If you report a repair that is not our responsibility to fix, we will advise you of this.

We will carry out repairs in line with the following timescales:

- Emergency repairs within 24 hours
- Urgent repairs within 7 working days unless otherwise stated
- Routine repairs within 28 working days unless otherwise stated

If you are a leaseholder, communal repairs and major works are our responsibility but will be recharged to you via your service charges although we will always strive to limit costs and provide value for money. Everything else is your responsibility.

If you are unsure, you can refer to your lease agreement or contact the Leasehold Team on 020 7326 3700 or [leasehold.enquiries@sw9.org.uk](mailto:leasehold.enquiries@sw9.org.uk)

## We will look after your neighbourhood

We will ensure your block and estate is secure and maintained to an approved standard. We will carry out periodic estate inspections and we welcome your involvement.

If you report anti-social behaviour (ASB) to us, we will take you seriously and take action if it is appropriate to do so. We will discuss with you what can or cannot be done to resolve the issue. There are times when we will be unable to resolve neighbourly disputes. We understand there may be matters that cause frustrations, but certain behaviours may not be anti-social.

We will be open and honest with you and where we are investigating, we will agree an action plan. SW9 Community Housing have an ASB Toolkit to help you work out what is and is not anti-social behaviour, and what steps you need to take.

Click on this link: [What is ASB](#)

## We will provide an effective rent service

We are providing a service and would be unable to do this if residents do not pay their rent and/or service charge.

We aim to provide you with your account statements a minimum of two times per year and you can request a statement at any time. We will give you at least one month's notice if your rent, service charge, or ground rent is going to increase.

If you fall into arrears, contact us immediately. We are here to support you so that you can remain in your home but please remember, if you fall into arrears, your home is at risk. We'll work with you to offer repayment terms that are affordable and fair.

If you are a leaseholder, we are only able to offer you up to 12 months to repay arrears in line with your lease agreement.

We have an Income Collection Team who are here to help you and can signpost you to support agencies that can help you manage your money or offer advice on claiming welfare benefits.

To speak to a SW9 Income Officer call 020 7326 3700 or email [rents@sw9.org.uk](mailto:rents@sw9.org.uk)

We'll always try to engage with you and agree a repayment plan before taking legal action.

It remains your responsibility for ensuring your housing costs are paid, even if welfare benefits cover some or all of your rent.

## We will support our older and vulnerable residents

We promote independence and work hard to improve the quality of life for all our older and vulnerable residents, bringing services to doorsteps where possible.

We will do this by:

- Providing relevant adjustments (aids and adaptations) to enable our older residents to live in their home safely.
- Promoting the use of our sheltered facilities to our local older residents.
- Providing practical help and financial incentives to older people wanting to move from larger properties.
- Provide annual wellbeing visits to older and vulnerable residents.

To speak to an Officer call 020 7326 3700 or email [info@sw9.org.uk](mailto:info@sw9.org.uk)



## We will deal with your complaint promptly and fairly

We have a two-stage complaints process that enables you to raise any issues with us when things go wrong.

We will:

- Try to resolve the problem the first time you contact us.
- Acknowledge your complaint within 24 hours.
- Respond to your complaint in full within 15 working days, or let you know when we will respond if we need more time to investigate.
- Apologise and say how we will put things right if we have got something wrong.

Our full complaints process can be found clicking on [Compliments, Complaints and Comments](#).

## We will treat each other with respect

Our relationship with you will be based on openness, honesty and transparency. We'll always treat you as an individual. We will listen to you when you get in touch, and when our staff members respond to your queries, they'll be empathetic.

We will never discriminate on the basis of gender, ethnicity, religion, sexuality or any other aspect of who you are. And equally we will not tolerate any discriminatory behaviour towards our colleagues.

We are here to support and work with you, so please try to remember this when communicating with us, and remember we are people with our own feelings just like you. We will not tolerate people who are persistently abusive.

We will provide you with clear, accessible and timely information about issues that matter to you, including important information about your home and local community and how we are addressing issues.

When you contact us, we will acknowledge your query within 24 hours and respond fully within 5 to 10 working days (10 days for leasehold queries and 5 days for all other queries). It may not always be possible to provide a full response within this timeframe and where this is likely, we will let you know our next steps and when you can expect a full response from us.

When you visit our office, we will:

- See you within five minutes of your appointment time.
- Arrange an appointment if an Officer is not available.
- Ensure you leave informed of the outcome of your enquiry, or the next steps.

When we visit you at home, we will:

- Where possible, ensure you are aware of the appointment.
- Ensure staff present their ID badge and provide you with their name and service area.
- Leave a "Sorry We Missed You" card if the visit was unplanned and you were not available.



## We will involve you in decisions that affect you

SW9 Community Housing is a resident-led organisation. This means we encourage resident involvement at every level, including the Board.

We will continuously seek your views and we value all feedback received from you. Your feedback will influence service improvement for the wider community.

## We will provide you with engagement opportunities

SW9 offer our residents a variety of engagement opportunities that will bring the Stockwell Park community together and develop resident's talents.

To do this we provide a range of ways for you to get involved. Our Menu of Involvement opportunities can be seen in the document which you can access by clicking on the image below. Alternatively, you can contact our Community Engagement Team on 020 7326 3700 or email [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk)

