

aschamhomes

www.aschamhomes.org.uk



Service Standard

Modernising your
home

Delivering our Decent Homes programme by 2011

We will:

- Make the Decent Homes Programme available via our website and our reception areas
- Consult you about what features would work best in your home
- Meet with residents to discuss the programme of work
- Find out what your circumstances are to help us deliver the best possible service to you
- Provide resident liaison officers for each project and provide you with out of hours contact details
- Carry out a customer satisfaction survey on all of the completed works
- Speak directly to residents who say they are dissatisfied to see how we can resolve issues
- Inspect work for quality and consistency, during and on completion of the work

When our Contractors visit your home

They will:

- Be polite and professional at all times
- Treat you and your home with respect
- Carry a photographic identity card with a contact telephone number for confirmation
- Carry language and Braille flashcards to help customers who speak languages other than English
- Keep to appointment times and tell you in good time if we have to cancel an appointment
- Wear appropriate clothing and arrive in clearly marked vehicles
- Leave you with heating and hot water, toilet and cooking facilities every day
- Take care of your belongings and cause as little disruption in your home as possible.