



Keeping our promises and commitments to you

At Affinity Sutton we take customer service very seriously. To see how you think we're doing and what you want us to improve we carry out regular customer satisfaction surveys. We use your feedback to make changes in the areas and services that matter to you most.

This leaflet sets out the changes we have made recently in response to what you have told us you want us to do better.

Customer services

You want us to:

What we are doing:

Be available at a time that is convenient for you

- Our Contact Centre is now open until 7pm on week days and we are looking at extending this service to other areas of the business such as rent arrears.

Return calls more quickly

- Running daily reports to check if there are any outstanding call backs.
- Calling you to check whether staff have returned your call.
- Checking whether our partner repairs contractors are returning your calls.

Deal with your complaints more quickly

- We've introduced a new complaints guide in consultation with residents.
- We've trained all our staff on how to deal with complaints properly.

Let you know who your Neighbourhood Housing Team are

- Producing local newsletters with photographs and details of our staff.
- Staff will wear high visibility jackets and t-shirts.
- Promoting the neighbourhood housing management teams at surgeries and we are about to start leaving business cards after visits.
- Promoting staff on key correspondence by including their photograph.
- Running open days in our offices for residents.

Check new residents have everything they need

- All our lettings officers will do a courtesy call the day after signing up new residents to check you have everything you need and are happy with what's been provided.



Keeping your neighbourhood tidy

You want us to:

Tell you what we are doing to look after your neighbourhood

Make it easier to keep estates clean and tidy

What we are doing:

- Putting estate inspection posters on estate notice boards.
- Publicising more information on window cleaning, communal cleaning and grounds maintenance.
- Organising estate clean up days with easy access to skips. We'll be publicising the timetables for these shortly.



Repairs

You want us to:

Get our partner repairs contractors to communicate with you in a better way

Get our partner repairs contractors to keep their appointments

What we are doing:

- Working with our repairs contractors to improve their communication with you. In particular they need to get back to you when they say they will and keep their promises. For example, if they say they'll be back to complete a job then they need to do so without you having to ring to chase them.
- Making sure our repairs contractors make appointments when you report a repair and checking that they keep them.

Support services

You want us to:

Help more younger residents

What we are doing:

- In London our Supported Housing Team visit all new residents between the age of 18 to 25 after they have signed their tenancy, to make sure that they have additional support to help them set up and manage their home. For many of the young people who are referred to us for housing it will be their first time managing on their own. Because we know that this makes a big difference we are rolling out this service to young people who are taking up tenancies with us in the South and East. Over time we will make sure this is available to all new young residents across the country.



We want you to tell us what other improvements you think would make our services better.

Tell us what you think:

Email:
customerservice@
affinitysutton.com

Telephone:
020 8313 3310
(Broomleigh residents)

0845 688 7717
(Downland residents)

0845 217 8601
(William Sutton Homes residents)

This leaflet is available in large print or audio CD on request. To request a translation please call us.

Ücretsiz tercüme için, telefon idin:

अनुवाद के लिए कृपया फ़ोन करें:

Para obter uma tradução, ligue para:

उत्तममे लखी वित्था वरवे देरु वते:

Ako vam treba prevod, molimo vas nazovite:

ترجمه کليئے براہ کرم فون کریں:

Turjumaad ma u baahan tahay?

هل تريد الحصول علي ترجمة؟

On offre un service de traduction téléphonique. Nous disposons également de nombreuses brochures d'informations pouvant être traduites si vous le désirez.

আপনার অনুবাদের প্রয়োজন আছে কি ?

需要翻譯嗎?

如果需要将其翻译，请致电:

એક ભાષાંતરની જરૂર છે ?