



our service offer

we can



Introduction

At Family Mosaic we will use the funds provided by your rent payments to provide a high level of service. Our service offer explains what you can expect from us and also what we expect from you.

We expect you to:

- Look after your home.
- Pay your rent on time - in other words, on the due date or in advance. If you receive housing benefit, make a claim, ensure it is processed and make sure that you renew it when necessary.
- Behave in a neighbourly way, considering the well-being of others.
- Let us know when we can do things better.
- Treat our staff and the staff of organisations who work with us with consideration.
- Look after communal areas.
- Provide reasonable access for repairs and an annual gas check.
- Let us know as soon as possible if you cannot keep an appointment made with you.
- Help us to sort things out when something wrong in your home affects others.



In return we make the following commitments to you

Our services to you - we will

- Ensure that our staff are friendly and courteous, and respect your confidentiality. They will take responsibility for sorting out your query; if they cannot do so themselves they will do their best to put you in touch with someone who can.
- Carry out emergency repairs within 24 hours, urgent repairs within seven days and routine repairs within 28 days. These different categories are explained in the residents' handbook.
- Let you know if your key contact leaves and who the permanent member of staff they are replaced by is.
- Let our properties fairly.
- Produce clear rent statements which are sent to you each month.
- Provide an annual gas safety check for gas equipment installed by us.
- Decorate the outside of your home at least every six years.
- Consult you before we change a service that affects you.
- Properly resource different ways for you to influence the development of services, such as through the Customer Panel.
- Take steps with you to resolve the situation if you experience harassment, intimidation or nuisance - anti-social behaviour - and take action ourselves when necessary.
- Do our best to help you to move if you need to, bearing in mind that we have a shortage of many types of suitable homes. If you want we will carry out an assessment of your housing needs within 10 working days of receiving the request.
- Send you the residents' newsletter, Connections, four times a year and an annual report on our performance.
- Provide a breakdown of rents and service charges within 10 working days of receiving the request.
- Enter payments made on your rent account within at most three working days.

Our Commitment

If you contact or visit us - we will

- Wherever possible make sure you speak to a person rather than a machine if you telephone us. Your call should be answered promptly, with the exception of calls to our repairs contact centres which may take longer at busy times, and the person answering will give their name and department. If the member of staff you are calling is not available, another staff member will assist with your enquiry if possible or take a message. If you have to leave a voicemail message we will get back to you by the end of the next working day.
- Acknowledge letters and emails within three working days and reply in full as soon as we can, but in any event within 10 working days. Where we need to gather information we will let you know who is dealing with your letter and when you can expect a reply.
- Clearly display our office opening times and publicise ways to contact us in Connections, and on our website.
- Keep our reception areas clean and tidy. They will have useful information displayed and an area for children to play.
- Make sure you are greeted by our reception staff on arrival, and seen promptly by a member of staff who can help you.
- Ensure you are seen on time if you make an appointment.
- Arrange a home visit within 10 working days if you want to see someone but are unable to come to the office.



If we visit you - we will

- Show identification without being asked if we visit you at home, and behave professionally at all times.
- Normally make appointments for home visits.
- Contact you if we are unable to keep an appointment as soon as we can and rearrange it.

Providing a fair and accessible service - we will

- Treat all customers in a fair and equal way, respecting their diversity.
- Make our offices accessible for disabled people, and provide an interpretation service for those whose first language is not English.
- Provide the same standard of service wherever you live.
- Take complaints seriously, publicise our complaints system and operate it in a fair and open manner. If you make a complaint we will acknowledge it within three working days and send a full response within 15. If your complaint is upheld we will work to resolve the issue as soon as possible.

If we get anything wrong - we will

- Aim to put it right as soon as possible.
- Keep you informed at all times.
- Apologise.
- Learn from our mistakes so they don't happen again.

Our Commitment

We always welcome your views and comments about improving our service. Please contact your Regional Housing Office if you have suggestions on how we can improve.

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception or your Regional Housing Office



You say we do

Feedback

We monitor, evaluate and review our services, and welcome feedback. Please let us know about the service we provide.

Complete a “Comments and Suggestions” form, available at any of our offices, and place it in a suggestions box, or email us at www.familymosaic.co.uk. We will reply in full as soon as we can, but in any event within 10 working days. If we can't provide a full response within this timescale because we need to gather further information we will let you know who is dealing with your query and when you can expect a reply.



Talking your language

English

This document gives information about Customer care service standards. If you need any part of this document in large print, Braille, on CD or explained in your own language please contact us on the number below.

Vietnamese

Tài liệu này cung cấp thông tin về các tiêu chuẩn phục vụ khách hàng của chúng tôi. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

French

Ce document contient des informations sur notre service à la clientèle. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਗਾਹਕਾਂ ਸਬੰਧੀ ਸਾਡੇ ਸੇਵਾ ਮਿਆਰਾਂ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬੋਲ, ਸੀਡੀ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Bengali

এই দস্তাবেজটি আমাদের গ্রাহক পরিষেবার মানদণ্ড সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্লেস, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Arabic

تعدك هذه الوثيقة بالمعلومات اللازمة عن مستويات الخدمة التي نقدمها لعملائنا. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Bu belge müşteri hizmetleri standartlarımız konuları hakkında bilgi verir. Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

Turkish

Ev belge di derbarê pîvane û standardên me yên bo xizmeta mûşteriyên da agahiyan dide. Heke hewceya we ji bo vê belgeyê bi herf û tîpên mezin, bi alfabeya koran, li ser CDyê, li ser kasêta an jî bi zimanê we bi xwe hebin; ji kerema xwe digel jimara jêr va têkilî û munasebetê bi me ra daynin.

Kurdish

Dokumentigan wuxuu ku saabsan yahay in shaqada annu qabaneynaa macmiisheena. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Αυτό το έγγραφο σας δίνει πληροφορίες σχετικά με τα πρότυπα μας για την εξυπηρέτηση πελατών. Αν χρειάζεστε οποιοδήποτε από αυτές τις πληροφορίες σε εκτύπωση, Μπράιγ, σε CD, κασέτα ή να σας επεξηγηθεί στη γλώσσα σας παρακαλούμε επικοινωνήστε μαζί μας στο παρακάτω τηλέφωνο.

Greek

આ દસ્તાવેજ અમારા ગ્રાહક સેવાની ગુણવત્તા વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્લેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

本文档提供关于我们的客户服务标准的信息。如果您需要将这些信息的任何部分以大字印刷形式、盲文形式，或通过 CD 带，或以您的本国语言的形式提供给您，请通过以下号码与我们联系。

Chinese

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