

**Do you need this document in another language or format?** Tick the box next to the language you need and send it to the address below. This leaflet is also available in Large print, Braille, Audio and EasyRead formats. **This leaflet is about Service Standards.**

**Arabic**

هل تحتاج الى الحصول على هذه الوثيقة بلغة أخرى أو شكل آخر؟ ضع علامة في المربع بجانب اللغة أو الشكل الذي تحتاجه و قم بإرساله على العنوان المذكور أدناه.

هذه الوثيقة متعلقة بمعايير الخدمة.

**Bengali**

আপনি কি এই কাগজটি অন্য কোনো ভাষায় বা ফরমাটে চান? আপনি যে ভাষায় বা ফরমাটে চান তার নামের পাশের বাক্স টিক করে দিন এবং পাঠের ঠিকানায় ফেরত পাঠান।

এই নিয়ন্ত্রণটি রক্ষা সার্ভিস স্ট্যান্ডার্ডস (পরিষেবার মানদণ্ড) সম্পর্কিত।

**Gujarati**

શું તમને આ દસ્તાવેજની આવશ્યકતા કોઈ અન્ય ભાષા અથવા શૈલીમાં છે? જે ભાષા અથવા શૈલી ની તમને આવશ્યકતા હોય એની આગળનાં બોક્સ પર ટિક કરો અને નીચે આપેલાં સરનામા ઉપર માકલો.

આ પુસ્તિકા સેવા માનકો ના વિષે છે.

**Hindi**

क्या आपको इस दस्तावेज़ की किसी अन्य भाषा या प्रारूप में जरूरत है? जिस भाषा या प्रारूप की आपको जरूरत है उस के आगे दिए बॉक्स पे टिक करें और नीचे दिए पते पर भेजें।

यह पुस्तिका सेवा मानकों के बारे में है।

**Polish**

Czy potrzebują Państwo niniejszy dokument w innym języku lub formacie? Jeśli tak, prosimy o zaznaczenie okienka obok wymaganego języka lub formatu i odesłanie na poniższy adres.

Niniejsza ulotka zawiera informacje na temat standardów usług.

**Punjabi**

ਕੀ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਜ਼ਰੂਰਤ ਹੈ? ਜਿਸ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਦੀ ਤੁਹਾਨੂੰ ਜ਼ਰੂਰਤ ਹੈ ਦੇ ਅੱਗੇ ਦਿੱਤੇ ਗਏ ਬਾਕਸ 'ਤੇ ਟਿਕ ਕਰੋ ਅਤੇ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਭੇਜੋ।

ਇਹ ਲੀਟਰੈੱਟ ਸੇਵਾ ਦੇ ਮਾਪਦੰਡਾਂ ਦੇ ਬਾਰੇ ਹੈ।

**Slovak**

Potrebujete tento dokument v inom jazyku alebo formáte? Zaškrtnite okienko vedľa jazyka alebo formátu ktorý potrebujete a zašlite na nižšie uvedenú adresu.

Tento leták je o normách služieb.

**Somali**

Miyaad dhokomentigan ugu baahan tahay af kale ama qaab kale? Calaamadee sanduuqa ku xiga afka ama qaabka aad rabto oo ku soo dir cinwaanka hoose.

Xaashidan waxay ku sa'absan tahay Heerarka Adeegyada.

**Urdu**

کیا آپ کو یہ دستاویز کسی دیگر زبان یا شکل میں مطلوب ہے؟ اپنی مطلوبہ زبان یا شکل کے سامنے والے خانے میں نشان لگائیں اور ذیل کے پتے پر بھیجیں۔

یہ کتابچہ خدمت کے معیارات کے بارے میں ہے۔



**Tel:** 0300 111 7000 **Fax:** 0121 358 9011 **Email:** customerfirst@accordgroup.org.uk  
Customer First, Accord Group, 178 Birmingham Road, West Bromwich, B70 6QG

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# Service Standards

*our commitment  
to you*



THE ACCORD GROUP



# Service Standards

**This leaflet explains the service that you can expect as a customer of the Accord Group.**

**We will provide value for money, outstanding services and a great customer experience. We constantly monitor our services to ensure that they are of the highest quality.**

**The Accord Group comprises 7 organisations which work together: Accord, Ashram, Caldmore and Moseley & District housing associations, bchs, Fry Housing Trust and Redditch Co-operative Homes. This leaflet applies to all of these organisations.**



## The way we work

We aim to **Put People First**, which means listening to you and providing the homes, care and services that you want. We also aim to deliver **Excellence Through Innovation** by trying to find new and better ways to provide really outstanding services. The people who work for us want to **Make A Difference** by changing the lives of people for the better. And we are **Committed to Communities** that we serve, promoting fairness for everyone.

These values, shaped by our customers, support the Service Standards in this leaflet. These standards apply to our people and contractors who work for us.



### We welcome your views and feedback.

You can contact us by phone, fax, email or letter on:

**Tel:** 0300 111 7000 **Fax:** 0121 358 9011

**Email:** [customerfirst@accordgroup.org.uk](mailto:customerfirst@accordgroup.org.uk)

Customer First, Accord Group, 178 Birmingham Road,  
West Bromwich, B70 6QG

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*You can also contact the individual associations within the Accord Group directly and through our websites at **[www.accordgroup.org.uk](http://www.accordgroup.org.uk)**. Individual offices addresses and opening hours are on the inside back cover of this leaflet.*



## How we check we are getting things right:

*We will monitor how we do against the targets in this leaflet through:*

- Checking email, phone and written response times through our Customer First Team
- Surveys of customers, including an annual questionnaire
- Our complaints procedure to find out where and why things went wrong
- Your views, comments and experiences
- Reviews of key services, involving customers

We will publish how we are doing against the targets in this leaflet in our quarterly customer newsletters, on our websites in the form of a quarterly dashboard, and in a Residents' Annual Report, designed in partnership with residents.



## Our staff and contractors will:

- Greet you positively, give their name and be respectful, courteous and helpful
- Listen to, understand and respond sensitively to your needs
- Always carry and show identity cards and/or name badges
- Take personal ownership and responsibility for your queries and concerns
- Respect confidentiality appropriately

## Our offices will:

- Be clearly sign-posted, safe, clean, tidy and comfortable
- Clearly display opening times and contact details for out-of-hours services
- Show how you can access information in other languages and formats
- Provide private space for you to discuss issues confidentially
- Display performance information and information leaflets
- Be as accessible to everyone as possible, eg for people with disabilities



## **SERVICE STANDARDS: In dealing with you, we will:**

- Give you a name and contact number in all communication
- Provide translations, large print, speech or Braille formats on request
- Use plain language and explain the reasons for our decisions clearly
- Explain what to do if you feel unhappy with the service you get
- Explain how and when we will respond to you and check whether you are satisfied with this

## **With telephone calls, we will:**

- Aim to resolve four out of every five of your inquiries within a single call from you
- Aim to answer your calls on average within 20 seconds
- Provide a voicemail service or take messages if specific people are out
- Acknowledge all messages within two working days
- Explain who you can speak to if your reason for contacting us is urgent
- Keep you updated if you are kept waiting or your inquiry will take time to resolve

## **With emails and letters, we will:**

- Acknowledge within two working days
- Write in plain English and avoid jargon
- Use 12 point text so that it is easy to read
- Give you timescales if we cannot resolve your inquiry immediately



### **With appointments, we will:**

- Arrange a mutually convenient time within 5 working days of a request
- Always aim to arrive on time
- Telephone you if we are due to arrive more than 15 minutes before or after the appointment
- Show an Identity badge when we visit
- Inform you as soon as we know we cannot make an appointment, and explain why
- Explain our reasons and check it is convenient if we visit without an appointment
- Treat your home with respect
- Discuss any other arrangements with you

### **We expect you to:**

- Treat staff and contractors with the respect that you yourself would expect to receive
- Keep appointments with staff and contractors or let us know if you need to change
- Keep to your Tenancy Agreement, Licence or Leasehold Agreement

### **If we get anything wrong we will:**

- Aim to put it right as soon as possible
- Apologise and aim to learn from our mistakes
- Explain what we are doing and keep you informed
- Publicise the changes and improvements we make as a result of complaints



### **What if I am not happy?**

We welcome feedback, good and not so good, on the services we deliver. It helps us put right any problems or improve the way we do things.

It also helps us compliment our people if they have delivered a good service. If you are happy, or unhappy, with the service you have received please tell us. We will give you details of our Compliments and Complaints policy and we will look into your comments and respond to you.

# CONTACT DETAILS

## Accord Group Central Services

178 Birmingham Road,  
West Bromwich, B70 6QG

**T:** 0300 111 7000

**E:** [customerfirst@accordgroup.org.uk](mailto:customerfirst@accordgroup.org.uk)

**Open:** 9am – 5pm Monday to Friday

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## Accord Housing Association

37 King Street, Darlaston  
Walsall, WS10 8DE

**T:** 0300 111 7001

**E:** [customerfirst@accordgroup.org.uk](mailto:customerfirst@accordgroup.org.uk)

**Open:** 9am – 5pm Monday to Friday

**Closed:** 12.30pm – 1.30pm  
on Wednesdays

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## Ashram Housing Association

Fairgate House, 205 Kings Road  
Tyseley, Birmingham, B11 2AA

**T:** 0300 111 7000

**E:** [customerfirst@accordgroup.org.uk](mailto:customerfirst@accordgroup.org.uk)

**Open:** 9am – 5pm Monday to Friday

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## Ashram Coventry Office

4 Longford Road, Coventry, CV6 7AW

**T:** 0300 111 7000 and 02476 667 314

**E:** [customerfirst@accordgroup.org.uk](mailto:customerfirst@accordgroup.org.uk)

**Open:** 9.30am – 4.30pm Tuesday  
and Wednesday

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## GROUP WEBSITES:

[www.accordgroup.org.uk](http://www.accordgroup.org.uk)

**Emergency Out of Hours calls  
about Anti-social Behaviour  
and Repairs can be made on  
0300 111 7000**

## bchs

Fairgate House, 205 Kings Road  
Tyseley, Birmingham, B11 2AA

**T:** 0300 111 7000 and

0121 764 3808

**E:** [customerfirst@accordgroup.org.uk](mailto:customerfirst@accordgroup.org.uk)

**Open:** 9am – 5pm Monday to Friday

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## Caldmore Area Housing Association

18 Caldmore Green, Caldmore  
Walsall, WS1 3RL

**T:** 01922 614505

**E:** [Info@caldmorehousing.co.uk](mailto:Info@caldmorehousing.co.uk)

**Open:** 9am – 5pm Monday to Friday

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## Fry Housing Trust

43 Rowley Village, Rowley Regis  
West Midlands, B65 9AS

**T:** 0121 559 6406

**E:** [admin@fryha.org.uk](mailto:admin@fryha.org.uk)

**Open:** 9am – 4.30pm  
Monday to Friday

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## Moseley & District Housing Association

106 Alcester Road, Moseley  
Birmingham, B13 8EF

**T:** 0121 442 5000

**Textphone:** 07900 912728

**E:** [frontdesk@moseleyha.org.uk](mailto:frontdesk@moseleyha.org.uk)

**Open:** 9am – 4pm Monday,  
Wednesday and Friday and 9am –  
1pm Tuesday and Thursday

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## Redditch Co-op Homes

Britten House, Britten Street  
Redditch, B97 6HD

**T:** 01527 591 170

**E:** [hazel@rch.coop](mailto:hazel@rch.coop)

**Open:** 10am – 4.30pm  
Monday to Friday