

When something goes wrong



We want to hear from you if you are not happy with any aspect of our work. If you feel that something has gone wrong, we will:

- send you a copy of our complaints procedure;
- try to find a solution to your problem as quickly as possible;
- apologise if you have a justified complaint and take the appropriate action;
- consider whether a person outside Ability could help us to find a solution; and
- explain what action we have taken or plan to take.

Continuous improvement



We want to continuously improve our services to you. We can do this by:

- carrying out regular surveys to gain your views on how we can improve;
- regularly reviewing our policies and procedures;
- carrying out best-value reviews;
- reviewing the targets we have set for performance; and
- monitoring our performance and acting appropriately if we do not meet our standards.



The Coach House, Gresham Road
Staines
Middlesex
TW18 2AE

Phone: 01784 490910
Fax: 01784 490510

E-mail: info@ability-housing.co.uk
Website: www.ability-housing.co.uk

We can produce any of our written information in Braille, on audio tape, in different languages and in large print.

हमारी किसी भी लिखित जानकारी को विभिन्न भाषाओं में प्रस्तुत किया जा सकता है।

ਸਾਡੀ ਕੋਈ ਵੀ ਲਿਖਤੀ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ।

Mid kasta oo ka mid ah macluumaadkeenna qoran waxaa lagu soo saari karaa luqado kala duwan.

ہماری کوئی سی بھی تحریر شدہ معلومات مختلف زبانوں میں پیش کی جا سکتی ہے۔

Registered Charity No. 271547

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Our commitment to providing good-quality services to all of our customers



We, **Ability Housing Association**, are committed to providing good-quality services to all of our customers. We want to improve the way we provide services to you.

This charter explains the level of service you can expect from us.

Being accessible

Our registered office is:

✉ The Coach House
Gresham Road
Staines
TW18 2AE.

☎ Phone: 01784 490910
☎ Fax: 01784 490510
@ E-mail: info@ability-housing.co.uk
Website: www.ability-housing.co.uk

Our main office hours are from 9am to 5pm, Monday to Friday.

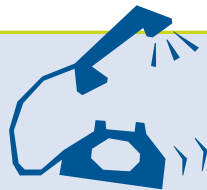
We recognise that we have a wide range of customers.

- As far as possible, our written communication will be in plain language.
- We can produce any of our written information in Braille, on audio tape, in different languages and in large print.
- All of our offices will be clean and tidy.
- All of our staff will be polite and helpful, and will identify themselves.

Phoning us

If you phone us, we will:

- answer your call within five rings;
- tell you our name when we answer the phone;
- find someone else to help you if the person you want to speak to is not available;
- return your call the next working day if you leave us a message; and
- always be polite, sensitive and respectful.



Writing to us

If you write to us or send us an e-mail, we will:

- respond to e-mails within five working days;
- date stamp your letter when we receive it and reply within 10 working days;
- use plain language;
- arrange for a translation if English is not your first language; and
- always have our letters signed by a named officer, so you know who to contact if you have a question.



In your home

If we visit you in your home, we will:

- arrange a convenient time with you;
- always show you identification;
- phone you to let you know if we cannot keep an appointment or if we will be late; and
- respect your home, and not smoke, eat or use the toilet without your permission.



Information for tenants and people who use our services

To keep you up to date with matters which affect your home or services, we will:

- send you a newsletter every six months;
- send you information every year about how we are performing;
- consult you through letters, questionnaires and meetings on matters that affect your home or services;
- explain tenancy agreements and other legal documents;
- support representatives to take part effectively in decision-making processes; and
- provide places for tenants on the board.