

Customer Agreement



Homes for Haringey

www.homesforharingey.org

Working with residents to provide quality housing services and decent homes

At Homes for Haringey, we have the following aims:

1 To deliver a friendly and professional service

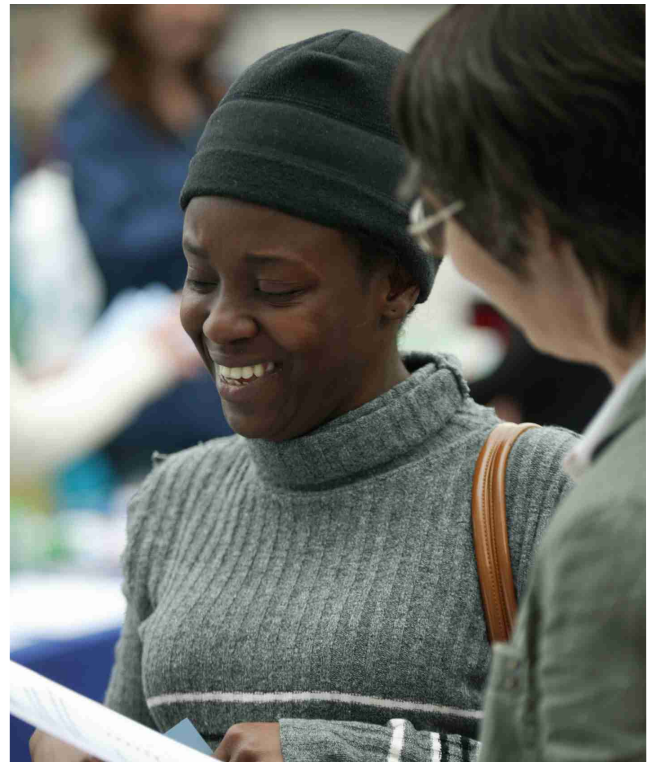
We aim to:

- be polite and professional, and always introduce ourselves by name;
- respect individuals and their individual needs;
- be consistent and clear in the information we give you and the decisions we make;
- deal with your enquiry promptly whether you contact us by phone, letter or e-mail; and
- keep appointments or let you know if we have been delayed.

2 To provide a service that meets your needs

We aim to:

- deal with your enquiry straight away if



possible and if we cannot help you, we will try to find someone who can;

- with your permission, use information we hold about you to give you the best service that we can;
- talk to and write to you in a way that is clear and easy to understand; and
- be easily accessible.

We will provide a service when you need it, and make sure that services are accessible to all our customers by:

- providing a 24-hour emergency service 365 days a year;
- providing a translation and interpreting service if you need it; and
- arranging an appointment with you in your home within 10 days if you are unable to come to us.

3 To listen, respond and inform

We aim to:

- involve you in our business, listen to what you say, and tell you how we have improved as a result;
- admit when we have made a mistake, apologise and put it right;
- learn from our mistakes and demonstrate this to you;
- always try to deliver the best value for money that we can;
- make sure that our partners and contractors have the same aims as us;
- deliver services in line with our published performance standards, which you can find in our Tenants' Charter and Leaseholders' Charter on our website www.homesforharingey.org or at our customer service centres;
- share with you how well we are performing and, where we need to improve, we will

tell you how we plan to put it right; and

- keep trying to improve our services by asking you what improvements we need to make.

In return, we ask you to:

- treat our staff with courtesy and respect;
- stick to the terms of your tenancy/lease agreement;
- give us your feedback – it is important to us and helps us improve our service in the way you want; and
- get involved – for more information, call our **Resident Involvement Team on 020 8489 4463**.

We currently have specific targets for:

- replying to correspondence;
- investigating and responding to complaints;
- answering phone calls.

For this year's targets and our performance against them, please visit our website or look in your most recent copy of Homes Zone.

How you can access our services

- **Freephone:** 0800 195 3404
- **Website:** www.homesforharingey.org
- **In person:** You should visit one of our customer service centres. If they cannot deal with your enquiry, they will ask one of our housing managers to help you. If you need to see your housing manager, we will make an appointment for you.

Broadwater Farm residents can use the neighbourhood office or one of the customer service centres to access our services.

Protecting your personal information

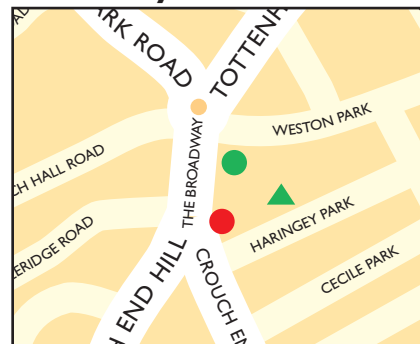
Homes for Haringey aims to meet all our responsibilities under the Data Protection Act 1998 (the DPA). We will make sure that we tell the Information Commissioner about all our data-processing activities that are covered by the act. We will hold your personal information in confidence and treat it with all due care. We try to make sure that the information we hold about you is accurate and up to date, but if you find any mistakes you have the right to have them corrected. If you have any concerns about the way we process information, you can contact the following:

Data Protection Officer, Haringey Council, 4th Floor, Alexandra House, 10 Station Road, Wood Green, London. N22 7TR or

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

Our Customer Service Centres

● Hornsey



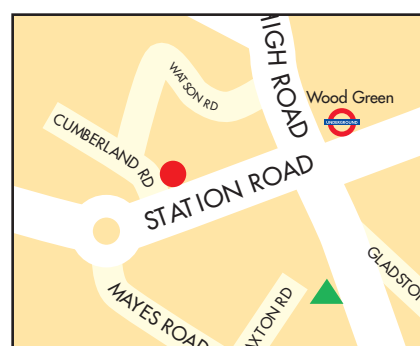
● North Tottenham



● South Tottenham



● Wood Green



● Customer Service Centre ● Library ▲ Town Hall

Translation and Interpreting services

This agreement describes the aims of Homes for Haringey in dealing with its customers. If you would like this in another language please complete and return the form below.

Arabic

يصف هذا الاتفاق أهداف "مساكن هارينجيه" في تعاملها مع زبائننا. إذا كنت ترغب في الحصول على ذلك بلغة أخرى، الرجاء أملئ هذه الاستمارة أدناه وارجعها.

Albanian

Kjo marrëveshje sqaron synimet e Homes for Haringey gjatë punës me klientë të saj. Nëse e doni këtë në një gjuhë tjetër, ju lutem plotësoni dhe ktheni formularin e mëposhtëm.

Bengali

হোমস্ ফর হ্যারিংগে'র কাস্টমার বা খরিদারদের সঙ্গে এই সংস্থার আদান-প্রদানের বিভিন্ন লক্ষ্য এই চুক্তিতে বর্ণনা করা হয়েছে। আপনি যদি এটা অন্য কোন ভাষায় পেতে চান তাহলে নিচে দেওয়া ফর্ম পূরণ করে ফেরত পাঠান।

French

Cet accord décrit les objectifs de Homes for Haringey (Logements pour Haringey) pour le contact avec ses clients. Si vous souhaitez l'obtenir dans une autre langue veuillez compléter et rendre le formulaire ci-dessous.

Greek

Το συμβόλαιο αυτό εξηγεί τους στόχους του οργανισμού «Homes for Haringey» στις σχέσεις του με τους πελάτες του. Αν το θέλετε σε άλλη γλώσσα, παρακαλούμε συμπληρώστε και επιστρέψτε την πιο κάτω φόρμα.

Kurdish

Ev peyman armancên Homes for Haringey ên mijûlbûna bi mişterîyan re rave dike. Heke hun wê bi zimanekê din dixwazin, ji kerema xwe forma jêrîn tije bikin û bişînin.

Portugese

Este acordo descreve os objetivos que Homes for Haringey usa ao lidar com seus clientes. Caso gostaria de receber este panfleto numa outra língua por favor, preencha e envie devolta o formulário abaixo.

Romanian

Acest contract vă informează de scopurile lui „Homes for Haringey” în legăturile cu clienții. Dacă doriți acest document într-o altă limbă, vă rugăm completați și returnați formularul de mai jos.

Somali

Heshiiskani wuxuu kuu sharxayaa ahdaafta Homes for Haringey ee ku saabsan shaqada lala qabto macmiisha. Haddii aad rabto iyadoo ku qoran luqad kale, fadlan buuxi oo soo celi foomka hoose.

Turkish

Bu anlaşma, Haringey Konutlarının (Homes for Haringey) müşteri ilişkilerinde amaçlarını açıklamaktadır. Eğer bu broşürü Türkçe olarak istiyorsanız, lütfen bu formu doldurup aşağıdaki adrese gönderin.

Please tell us if you would like a copy of this leaflet in any of the following formats, and send the this page to the freepost address below.

In large print

On disk

On audio tape

In Braille

In another language. Which language? _____



Name: _____

Address: _____

Telephone: _____

Email: _____

Please return to:

**Freepost RLXS-XZGT-URGJ Haringey Council,
Translation and Interpreting Services, 8th Floor,
River Park House, 225 High Road, London, N22 8HQ**



Homes for Haringey uses recycled paper as part of its commitment to improving the environment.