

General

- We will be polite, courteous and treat you fairly at all times.
- We will treat matters raised with us in confidence.
- We will ensure easy access to our services.

Telephone contact

- We will answer your calls between 9 am and 5 pm Monday to Thursday and 9am to 4pm on Fridays.
- We will provide an out of hours emergency repairs service.
- The person who answers your call will take personal responsibility for dealing with your problem, and taking any follow up action. If required, a referral may be made to another member of staff in order to best deal with your enquiry.

Written contact

- We will acknowledge, following receipt of your letter, confirming who is dealing with this matter and when you can expect to receive a full response.
- You can email us at customerservices@willowtreehousing.org.uk and we will acknowledge your email and provide a response.

Visiting the office

- You can contact us to arrange to an appointment at one of our offices during office hours.
- We will provide a private room so that you can talk to us in confidence.

Visiting your home

- We will normally make an appointment if we need to visit you at home, although there are some circumstances where we may visit unannounced.
- We will wear name badges or carry identification.
- We will treat your home with respect.

Repairs

- We will provide you with a phone number to contact the Repairs Service.
- We will supply you with a method of reporting any emergency repairs.
- Our contractors will provide you with a mutually convenient appointment to carry out any work.

Rent and Service Charges

- We will give you at least 28 days notice when we increase your rent.
- We will give you a breakdown of any service charge you are obliged to pay, which explains how the charge was calculated.

Anti-Social Behaviour

- We will treat all reports of anti-social behaviour seriously.
- We will treat all reports of anti-social behavior in confidence, and will never pass on the details of people who have complained, without their permission.

Complaints

Despite all our efforts, Willow Tree Housing Partnership Limited (WTHP) recognises that sometimes things go wrong; consequently WTHP has a Complaints Policy which residents can access to get things put right.

WTHP produces a complaints leaflet which gives more details of our approach to complaints and the process we use.

If you think you need to make a complaint, please contact our offices or refer to the complaints leaflet for more information.

Head Office registered at:

Eastbridge House, Pill Road, Rooksbridge,
Somerset BS26 2TN

Devon Office:

Floor 4, Studio 5-11 Millbay Road, Plymouth,
Devon, PL1 3LF

Tel: **01934 750780**

customerservices@willowtreehousing.org.uk

www.willowtreehousing.org.uk