



Atlantic Housing

GROUP LIMITED
An exempt charity

Customer Charter

You have the right to expect

- That we will provide high-quality affordable housing, care and support services.
- Fair, clear and courteous information from any member of Atlantic Housing Group including that person's name.
- To be able to contact the Group's offices, either in person or by telephone, during the published opening hours.
- The Head Office opening hours to be 8.30am to 5.00pm Monday to Thursday and 8.30am to 4.30pm on Fridays except where such days are bank holidays in England. There may be some slight variation to these hours over the Christmas and New Year period or for training purposes. Such variations will be publicised nearer these times.
- To visit the Group's offices during these hours and, if you have made an appointment to see a member of staff we will ensure that both the person and appropriate interviewing facilities are available (occasional emergencies allowing).
- That if you make contact by the main telephone number then your call should be answered within the publicised time limits.
- That if you send an email or a letter it should be acknowledged within 5 working days and as full a response as we are able to give to be forthcoming within 10 working days.
- That if a visit is made to your home by prior arrangement it will be at the time and date you were informed of. If we cannot keep this appointment we will contact you in good time to arrange a more mutually convenient appointment.
- That all Group employees and fellow customers treat you with respect, allowing you to go about your business without fear of abuse, discrimination or any other interference with the quiet enjoyment of your property and neighbourhood.
- Full access to all our services in accordance with our Equality and Diversity policy that ensures equal opportunity for all, regardless of race, colour, nationality, ethnicity, age, religion and/or belief, gender, marital status, sexual orientation, domestic situation, disability, illness (such as AIDS or HIV) or Trade Union activity.
- Your affairs to be dealt with in confidence and your personal privacy maintained in accordance with the Data Protection Act.
- That information issued by the Group is available upon request in plain language, large print, other language translations, audio tape and Braille formats. In some cases this may take a short time.
- That, if you are a new customer we will do our best, as your landlord, to help you settle into your home.
- That we maintain an ongoing commitment to involving, consulting and informing our customers in all areas of our business and will provide opportunities for all our customers, no matter what their circumstances, to have their say at a level they feel comfortable with.
- That we will ensure all customers are offered support and training to play an active part in their community, incorporating their views and opinions in the planning of services for the future.
- That we will train, develop and equip our employees with the skills to undertake our commitment to you.
- That we will meet our obligations to maintain your property as outlined in your Tenancy Agreement, Licence or Lease.
- That we will require all staff and contractors who visit your home to abide by our published Code of Conduct and provide proper identification at all times.

We have the right to expect

- That you read, understand and abide by the terms of your Tenancy Agreement, Licence or Lease.
- That you treat all Group employees, fellow customers and others in your neighbourhood with respect, allowing them to go about their business without fear of abuse, discrimination or any other interference with the quiet enjoyment of the property and neighbourhood.
- That you properly maintain your property in the manner stated in your Tenancy Agreement, Licence or Lease.
- That you allow the Group's contractors, agents and staff access in the proper execution of their duties.
- That you are responsible in ensuring that the rent, licence fee and/or service charges are paid promptly in line with the schedule set out in your Tenancy Agreement, Licence or Lease.
- That you will keep agreed appointments or contact us if you are unable to attend.
- That you be fair and courteous when dealing with members of staff.
- To be able to take reasonable steps to contact you.
- You to reply to us if we contact you with a specific enquiry.
- You or your representative will inform us if you require documents in any alternative format, for example in large print.
- You keep us informed in any change in circumstances, telephone number or contact points.
- You to complete and sign the Third Party authorisation form if you wish anyone else to deal with your affairs.

Adopted by Tenants' Forum

Sam Ford – Chairman Tenants' Forum
11th April 2005



On Behalf of Atlantic Housing Group

Greg Hall – Chairman AHG Ltd
11th April 2005

How we handle complaints

It is the aim of Atlantic Housing Group to provide an excellent service to all its customers. We recognise that sometimes things do go wrong and we want to put them right quickly and fairly.

To enable you to put your views across we have adopted this complaints procedure.

Any tenant, licensee or anyone who has paid charges for a service or been offered accommodation by a company within Atlantic Housing Group can make a complaint.

An initial request for service is not a complaint. A complaint only arises when dissatisfaction with the standard of service you have already received is brought to our attention.

We cannot consider matters outside of our direct control, such as Housing Benefit decisions, as a complaint.

Your complaint will follow this path:

First, the person you initially dealt with in this matter.

Next your case would be reviewed by a manager.

You would then be heard by the Appeals Panel.

If you are still unhappy you can then contact the Independent Housing Ombudsman on any Housing issue or your local Social Services if the issue is care related.

For full details on this procedure, please see our leaflet 'How to make a Complaint'

Other Leaflets in this series

- Allocations & Lettings
- Caretaking & Grounds Maintenance of General Needs Flats
- Domestic Violence
- Housing Benefits
- How to Make a Complaint
- I Want to Move
- Rent Payments
- Resident Involvement
- Rights & Responsibilities
- Welfare & Support
- Code of Conduct when working in Customers Homes

Also available

- Assured Tenants Handbook
- Residents Compact

All our literature is available upon request in large print, on audiotape and can be translated into other languages.

Please contact us for more details:

Atlantic Housing Group
Charlotte Yonge House, Tollgate
Chandlers Ford, Eastleigh
Hants SO53 3YP
Tel: 023 8068 4300
Fax: 023 8061 0460
Email: info@atlantichousing.co.uk
www.atlantichousing.co.uk



business for neighbourhoods



INVESTOR IN PEOPLE



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Atlantic Housing

GROUP LIMITED
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Customer Charter

For Residents of
Atlantic Housing Group
Properties

