

Onward

Creating positive spaces



Our Customer Charter.

CUSTOMER SERVICE STANDARDS

At Onward we are committed to maintaining customers' homes, communal spaces and neighbourhoods and we want to ensure that all customers receive a high standard of customer service all of the time.

We also really value customer feedback. We see this as essential in helping us to improve our service delivery and in meeting our customer's needs.

Our Customer Charter sets out the standard of service customers can expect and reflects our commitment to delivering these services.

OUR CUSTOMERS

At Onward we have approximately 57,000 customers, including tenants, leaseholders and homeowners.

COMMUNICATION

We provide a range of ways for customers to access our services and get in touch.

You can contact us via:

- Telephone
- [Email](#)
- Social Media channels e.g Facebook and Twitter
- My Onward customer portal
- Onward website
- Live chat
- WhatsApp

Our Contact Centre is available to customers via all channels from 8am – 6pm Monday to Friday, (closed 9 - 10am Wednesday for training). Enquiries made at other times will be answered by our out-of-hours service.

WHAT YOU CAN EXPECT FROM US

CONTACTING US

If you contact us by telephone, we aim to:

- Answer your call within 60 seconds
- Provide an optional ring back service during busy periods
- Resolve 80% of customer enquiries first time

If you contact us via email, social media or our website we will:

- Respond to your message within one working day

If we cannot resolve your query and need to pass this to a colleague to resolve, we will:

- Seek to resolve this as quickly as possible, keeping you updated on progress

Occasionally we may need to meet with you face-to-face.

If we do, we will:

- Agree a suitable appointment date and time
- Wear an ID badge and let you know who is helping resolve your query
- Leave a card if you are not in, asking you to make further contact with us

RELATIONSHIPS

We will aim to:

- Listen to you and be positive, helpful and professional
- Try to resolve queries at the first interaction, but when we can't we will see things through and keep you updated
- Be open, honest and transparent
- Embrace diversity and treat everyone fairly



TAILORING OUR SERVICES

We will aim to:

- Provide services that are accessible to all customers
- Take account of any particular needs that you may have and try to accommodate them
- Provide solutions for those who are visually impaired, hard of hearing or whose first language may not be English
- Refer you to the most appropriate Onward colleague if you need specialist advice

YOUR HOME

We will:

- Provide good quality homes which are well maintained and safe to live in
- Keep you informed about planned improvement works to your home
- Offer a variety of homes and tenures which aim to meet local housing needs

When you move in to your home we will:

- Ensure that it meets our property standard
- Provide you with a Customer Welcome Pack detailing information on how to access Onward services
- Get in touch within your first few weeks to see how you're settling into your new home.

We already comply with a number of national housing standards to make sure your home is safe and secure. However, the Onward Home Standard aims to exceed these standards wherever possible.

The [Onward Home Standard](#) was developed in collaboration with our customers. This lets customers know what they can expect when we complete major works in their homes, like replacing a bathroom or kitchen for example.

REPAIRS

We will deliver a high-quality repairs service which works around you and ensures that your home remains in excellent condition.

When you contact us to report a repair, your repair will be classified as one of the following:

- Emergency Repair - We aim to attend the repair within 4 hours (2 hours for customers living in supported schemes)
- Urgent Repair - We aim to attend the repair within 5 days
- Routine Repair - We aim to attend the repair within 20 days

For further details on our repairs service, take a look at our [Repairs Handbook](#)

YOUR NEIGHBOURHOOD

Our [Neighbourhood Plans](#) take customer and colleague feedback into account and are updated each year.

- We are committed to working with local partners and the community to create wealthier, more economically active and vibrant neighbourhoods that people choose to live and stay in.
- We are committed to ensuring that our neighbourhoods are kept safe and clean



KEEPING YOU INFORMED

We are always reviewing customer feedback and engaging with customers to help us to understand what matters most to them.

We will:

- Provide relevant, clear and accessible information about issues that matter to you in a timely manner
- Keep you informed about planned improvement works or repairs to your home
- Publish an annual report
- Publish quarterly newsletters
- Regularly communicate with you about our performance, services, key issues and your Neighbourhood
- Notify you of any changes in your rent or the service charges

LISTENING TO YOU

We will:

- Provide opportunities for you to share your views and shape our services
- Create opportunities for you to influence, challenge and scrutinise our services

ACCOUNTABILITY

Onward is committed to keeping you fully informed about what we do and how we do it. We will create opportunities for our customers in the monitoring of our performance against the commitments set out in this charter.

We have co-produced this charter with our customers to ensure it contains the services and the service standards that are important to them.

We will:

- Create opportunities for customers to monitor and scrutinise how we deliver our services
- Monitor all customer feedback
- Learn from customer complaints to help improve services
- Keep you updated on our performance
- Review our Customer Charter each year in collaboration with customers to ensure that it is fit for purpose

COMPLAINTS AND COMPLIMENTS

Most of the time we get things right. However, if you feel that we haven't met the levels of customer service set out within our Customer Charter then please get in touch.

We find that the most effective way of resolving a query is to have a conversation with our Contact Centre colleagues on 0300 555 0600.

Please see our [Complaint Resolution Policy](#) for information on how we will work with you to resolve any complaints or concerns you may wish to raise with us.

WHAT WE EXPECT FROM OUR CUSTOMERS

RELATIONSHIPS

We want to have positive relationships with all of our customers and aim to provide the right levels of support to customers where needed.

To help us achieve this, we ask customers to:

- Adhere to the terms and conditions set out in your tenancy agreement
- Make payments to us on time
- Let us know as soon as possible if you are struggling to pay your rent so that we can offer you support
- Let us know when we haven't got something right

YOUR HOME

We ask customers to:

- Respect our staff and contractors
- Maintain your home to a reasonable standard
- Ensure communal areas are kept clear and safe
- Keep your garden neat and tidy
- Ask our permission to make alterations to your home
- Inform us of any repairs that are our responsibility
- Have respect for your neighbours and the local community
- Provide us with access to your property to complete our annual gas safety checks

Allow us access to your home when:

- We need to carry out your annual gas safety check
- We need to carry out any repairs or improvements
- You have reached the end of your tenancy so we can carry out relevant checks



GIVE US YOUR FEEDBACK

At Onward, our customers' voice is at the heart of everything we do.

If you feel that we have not met the levels of customer service set out in the Customer Charter then please contact us:



0300 555 0600 (low call rate)



customerservices@onward.co.uk

Your views are important to us and the feedback you provide helps us focus on the things that matter to you most. As such, we invite you to join our growing [Customer Engagement Community](#). As a member you can help shape the future of Onward and influence our priorities. You will also be entered into a monthly prize draw!

Onward

www.onward.co.uk