

Customer Care



What you can expect from us

Introduction

We are committed to providing high-quality services to all our customers in a fair and equal way. This leaflet tells you about the level of service you can expect from us and what to do if things go wrong.

Mission Statement

Our vision is to provide sustainable affordable quality homes for local communities, actively encouraging the participation of everyone and respecting the needs of all.

Our commitment to customers

We will:

- set standards and perform well;
- involve our customers, partners and staff;
- provide clear and concise information and explanations to customers;
- be fair; promote choice and be accessible to everyone;
- develop and improve all the time;
- treat customer information as confidential in line with data protection legislation;
- use what we have effectively and imaginatively; and
- help to improve opportunities and quality of life for the people we serve.

The responsibilities we share

We can all help to provide a pleasant environment by respecting each other and by being considerate and patient.

What kind of service can I expect?

Visiting our offices

- Our staff will wear a name badge and greet you in a friendly and businesslike way.
- If you want to make arrangements for a home visit, we will arrange a meeting within four working days.
- If you have an appointment, we will always try to see you on time.
- If you do not have an appointment, we will try and see you within 10 minutes.



- If you need another appointment, we will aim for it to be on the same day or as soon as possible.
- If you ask for an interview to be private, we will use a private interview room if we can.

Phoning us

Cartrefi Conwy staff will answer the phone in English and Welsh and give you their name. If you need to contact them again, they will give you their direct number:

When you phone us, we aim to answer your call within 30 seconds. We will ring you back if you ask us to.

The opening hours and phone numbers of all our offices will always be clearly displayed outside each office.

Writing to us

When you write to us or send us a fax or an e-mail, we will:

- tell you within three working days that we have received your letter, fax or e-mail;
- give you a full reply within 15 working days;
- let you know if we need more time to give you a full reply; and
- tell you if there is anything you need to do, and how long it will be before we can give you a full reply.

When we write to you

Our letters will:

- be typed and be in clear, plain language;
- tell you clearly if there is anything you need to do; and
- give you our contact details, including:
 - the name of the person to contact;
 - switchboard and direct phone numbers;
 - e-mail and website addresses; and
 - fax numbers.

We can write to you in English or Welsh.

We can also use audio cassettes and computer disks. If you tell us the best format for you, we will use it when we contact you.



What can I do if I cannot get to your office or phone you?

If you cannot visit the office or phone us (for example, if you are disabled), we may be able to visit you at home. If possible, we will arrange the time and date with you before we come.

Visiting me at home

If we visit you at home, we will:

- show you our identification card and tell you our name;
- arrive for the appointment on time; and
- treat your home with respect.

What other help can you offer me?

If you have a disability that affects the way you use our services, we will discuss the best way to help you.

If you are deaf or hard of hearing, we can arrange a British Sign Language interpreter or other suitable communicator to help you. We aim to arrange this within one working day. The interview will be as soon as possible.

If you do not speak English or Welsh and need an interpreter, you can use your own interpreter. If you prefer, we can arrange an interpreter. We aim to arrange this within one working day. The interview will be as soon as possible.

What information and advice can you offer me?

We can give you information and advice to help you with your housing needs. We will also be able to help you with any issues about your tenancy, such as repairs and maintenance, rent payments and how to claim Housing Benefit.

We can also:

- offer a full range of leaflets and other information on housing issues including how to apply for housing and transfers;
- help you to fill in forms to go on the housing waiting list; and
- tell you about other service providers you may want to contact.



What do I do if I have a complaint?

If you are not happy about something, we want to know so that we can try to put it right. Our complaints procedure is easy to use. It helps make sure we give equal service everywhere.

You can make a complaint:

- by phone or fax;
- by visiting the office;
- in writing; and
- by e-mail.

If you want to make a formal complaint using our complaints form you can ask for a copy from any of our offices.

We aim to:

- tell you within five working days that we have received your complaint; and
- give you a full response within 15 working days.

We will try to learn from complaints so we can improve our service. We want to talk and listen to our customers and act on what they tell us. We will regularly ask people what they think of our service.

We will:

- ask our customers (and the organisations that represent them) to tell us how they think we are doing;
- ask what is important to our customers; and
- use this information to improve our service.

How to contact us

Day-to-Day Repairs Contact Centre for tenants

Opening times:

Monday to Thursday 9am to 5pm

Fridays 9am to 4.45pm

Phone: 0800 01 21 431

If you have any general questions about Cartrefil Conwy, please e-mail enquiries@cartreficonwy.org or visit our website www.cartreficonwy.org



Office opening times

Mondays, Tuesdays and Thursdays, 8.45am to 5.15pm

Wednesdays 10.30am to 5.15pm

Fridays 8.45am to 4.45pm

Colwyn Area Office

41 Conway Road

Colwyn Bay

LL29 7AA

Llandudno Area Office

Town Hall

Lloyd Street

Llandudno

LL30 2UY

Building Maintenance

Mochdre Council Offices

Conway Road

Mochdre

LL28 5AB

Head Office

Bryn Eirias

Heritage Gate

Abergele Road

Colwyn Bay

LL29 8BW

Cartrefi Conwy is the trading name of Cartrefi Conwy Cyfyngedig

Cartrefi Conwy is a charitable Industrial and Provident Society

Industrial and Provident Society number: 30457R

