



**Castle Vale**  
Community Housing  
*Part of The Pioneer Group*



# *How Can We Help You?*

*Your guide to the services  
and support that we provide*

# Introduction

As your service provider we aim to deliver excellent customer service with every contact we have with you. This is included in our Strategic Goal to “*provide great homes and excellent services*”, and this service statement will outline how we will do this.

## Our Customer 1st Team

Most of the time the Customer 1st team will be the first team you speak to when you need to contact our organisation. This team is made of the following people:

### *Customer 1st Advisors*

### *Customer 1st Team Leader*

The aim of the Customer 1st team is to resolve your query at point of contact as well as making transaction as easy as possible. We work closely with all areas of the business.

We will aim to treat customers and colleagues with dignity and respect at all times.

The team are there to listen and understand our customers and if we cannot resolve the query we may direct you to a team or organisation that can help.

## How to contact us

You can contact us in the following ways:

Telephone - **0121 748 8100**

E-mail: **contactus@cvch.org.uk**

Website: **www.cvch.org.uk/contact**

Or you can write to us or visit our offices at the following address:

**11 High Street,  
Castle Vale  
Birmingham  
B35 7PR**

Our opening hours for the Customer 1st service are:

Monday – Thursday 9am – 5pm and  
Friday 9am – 4pm.

This service is complemented by an Out Of Hours service for any emergency repairs jobs or other serious issues.

# What you can expect from us

At CVCH we all understand the importance of great service. We aim to offer a consistent standard across the organisation. Some of the ways we do this are as follows:

## Telephone Contact

- We will always answer your call in a professional manner and give our name
- We will aim to resolve your query at the point of contact
- If we cannot deal with the query at the point of contact, we will pass it on to the right person
- We will not pass a call through to a member of staff without ensuring that someone is there to answer it

## Written Contact

- We will aim to reply to an email within 2 working days
- We will aim to provide a full response to a letter within 10 working days

## In Person Contact

- We will aim to acknowledge you within 2 minutes of arriving
- We will aim to deal with your enquiry within 15 minutes
- If our Customer 1st team cannot deal with your enquiry we will ask a person from the relevant team to meet with you
- In exceptional circumstances if no-one is available we will book you an appointment to meet with the right person within 5 working days, or arrange for a telephone call within 1 working day

## What we ask you to do

- Please treat our staff with respect
- If you have an appointment, please arrive on time for it
- If you are unable to make an appointment, please tell us
- If your contact details change, please tell us

## Understanding your needs

We understand that our customers are individuals and have different needs when receiving services from us. Subject to your agreement, we will hold details of your specific requirements so that we know the best way to communicate with you.

We also work with Language line in order to provide a full interpretation and translation service for our customers to ensure everyone is getting the most out of our communication. We encourage our customers to notify us when this is required.

## Complaint process

When you feel that we have failed in our service standard we want to know about it and have the opportunity to put it right. We will aim to resolve the issue for you as soon as we are made aware and if we cannot, explain what can be done.

However, if you still feel this is insufficient we have a simple and effective complaints policy and procedure.

All new complaints begin at Stage 1. We will aim to resolve these at this point.

When you want to make a complaint we will always:

- Provide you with a range of ways you can make a complaint; verbally, in writing, by email or via our website, and we can support you with this
- Formally acknowledge your complaint in writing, and send this to you within 2 working days
- Investigate your complaint and aim to provide an outcome within 10 working days
- If we are unable to complete our investigation within 10 working days we will write to you explaining the reason for the delay and confirming an extended outcome deadline which will be no more than 20 working days from when the complaint was received

We will provide you with a copy of our Complaints policy upon request, and provide you with information about your right to escalate your Complaint if you continue to be unsatisfied with our response.

Once your complaint has been resolved, we may send you a short survey to let us know your views of how you and your complaint have been dealt with.

## Compliments and comments

Compliments and suggestions you may have concerning our services are always welcome and we are always pleased to hear positive feedback when things go right. All Compliments are recorded and shared at our monthly Staff Brief so that we can learn from best practice.

You can make a compliment verbally, in writing, by email or via our website, and we can support you with this.

## Data Protection

When you first make contact with CVCH we begin to collect information about you, the most obvious being your name and address. From that point on CVCH adds more information as your application progresses and, hopefully, we are able to offer you a tenancy. This information is added to after you become a tenant.

We have a number of important legal obligations and are legally obliged to protect any personal information we hold. There are very strict rules about how much information we can hold, how it can be used and who is allowed to see it.

For further detailed information we will provide you with a copy of our Data Protection Policy upon request.

If you would like this leaflet in Braille, audio or large print, or if English is not your first language and you require help, please call 0121 748 8100.

**Arabic** إذا كنت ترغب بالحصول على هذه النشرة بخصوص طريقة البرaille، أو ملف صوتي، أو مطباعة كبيرة، أو إذا لم تكن الإنجليزية لغتك الأم و كنت بحاجة إلى مساعدة، يرجى الاتصال بالرقم 0121 748 8100

**Bengali** আপনি যদি এই সংক্রান্ত বিকল্পসেটটি চাইল, অডিও বা বড় প্রিন্টে চান অথবা ইংলিশি যদি আপনার মাতৃভাষা না হয় আর আপনার যদি তাই সহায়তা নাশে, তাহলে অনুগ্রহ করে এই নম্বরে 0121 748 8100 কল করবেন।

**Chinese** 如果您希望获得此宣传手册的布莱叶盲文版本、有声版本或大字印刷版本，或者如果英语并非您的母语并且您需要获得进一步的帮助，那么请致电 0121 748 8100。

**Farsi** اگر مایل به دریافت این پرشور به خط بریل، بصورت صوتی یا با حروف درشت هستید؛ یا اینکه انگلیسی زبان اول شما نیست و نیازمند کمک هستید، لطفاً با شماره تلفن 01217488100 تماس بگیرید.

**French** Si vous désirez obtenir cette brochure en Braille, en Audio ou en impression gros caractères, ou si l'anglais n'est pas votre langue maternelle et que vous avez besoin d'aide, veuillez appeler le 0121 748 8100.

**Kurdish** ئەگەر تۆم نامبەلگە بەت بە شێوازی بریل یان کۆنۆیان یان لەسەر شەڕینی دەنگ یان بە چاپی گەورە دەوێت یاخود ئەگەر ئینگلیزی زمانێ ئاخفتنت نەیت و یارمەتیت پێویستە، تۆکایە بە یۆدەندی بکە بە ژمارە تەلەفۆنی 0121 748 8100.

**Pashto** که تاسو غواړئ چې دا رساله په بریل، غږ او یا لوی چاپ کې ترلاسه کړئ یا که انگلیسي ستاسو لومړی ژبه نه وي او تاسو مرستې ته اړتیا لرئ، مهرباني وکړئ او 0121 748 8100 شمیرې ته تیلیفون وکړئ

**Polish** Jeżeli chcesz uzyskać niniejszą ulotkę w języku Braille'a, na taśmie magnetofonowej czy w wersji z dużym drukiem, lub gdy język angielski nie jest Twoim językiem ojczystym i potrzebujesz pomocy, zadzwoń pod numer 0121 748 8100.

**Punjabi** ਜੇ ਤੁਸੀਂ ਇਹ ਲੀਫਲੈਟ ਬਰੇਲ, ਆਡੀਓ ਜਾਂ ਵੱਡੇ ਪਿੰਟ ਵਿੱਚ ਲੈਣਾ ਚਾਹਦੇ ਹੋ, ਜਾਂ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੇ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਕਿਰਪਾ ਕਰਕੇ 0121 748 8100 'ਤੇ ਕਾਲ ਕਰੋ।

**Russian** Если Вы желаете получить брошюру в шрифте Брайля, звуковым формате или крупном шрифте, а также если английский не является Вашим родным языком и Вам необходима помощь, пожалуйста, позвоните по номеру 0121 748 8100.

**Somali** Haddii aad bug-yarahaan ku rabtid farta indhoolaha Braille, hab la Dhegeysto ama daabacad far waa-wayn ama haddii af Ingiriiska uusan eheen luqadaada koowaad iyo caawinaad u baahan tahay, fadlan soo wac 0121 748 8100.

**Urdu** اگر آپ سے دوپہر لے کر آئیے یا کسی اور شخص کو مدد دے گا کہ اسے بریل یا 0121 748 8100 پر کال کریں۔



**Castle Vale**  
Community Housing

## Contact Details

Visit or write to: **CVCH, 11 High Street, Castle Vale, Birmingham B35 7PR**

Tel: **0121 748 8100**

Email: **contactus@cvch.org.uk** Fax: **0121 748 8105**

Or visit the website: **www.cvch.org.uk**