

How we'll give you the best service

**(our customer
service standards)**



We're happy to put this leaflet into other languages, **large print** or Braille. We can also put it on to cassette tape or CD. Just ask.

Arabic

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

Bengali

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে এবং অডিও টেপ আকারেও অনুরোধে পাওয়া যায়।

Gujarati

આ દસ્તાવેજ વિનંતી કરવાથી બીજા ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

Hindi

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

Turkish

Bu belge çeşitli dillere çevrilmiş olup, isterseniz iri harflerle basılmış şeklini ve kasetini de size gönderebiliriz.

Vietnamese

Tài liệu này cũng có sẵn bằng các ngôn ngữ khác, bản in chữ to, và băng ghi âm khi được yêu cầu.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Greek

Αυτό το έγγραφο διατίθεται επίσης σε άλλες γλώσσες, τυπωμένο με μεγάλους χαρακτήρες και σε κασέτα κατόπιν αιτήματος.

Portuguese

Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.

Urdu

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

French

Ce document est également disponible dans d'autres langues, en gros caractères et en cassette audio sur simple demande.

Chinese

本文件也可应要求，制作成其它语文或特大字体版本，也可制作成录音带。

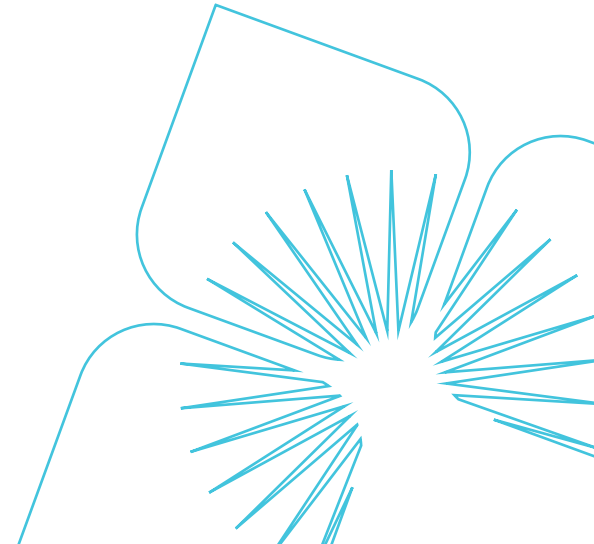
Polish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

Because our customers are important to us...

These are the things that we've said we'll do for you, at the very least.

If we can, we'd like to do these things better, quicker and just more brilliantly.

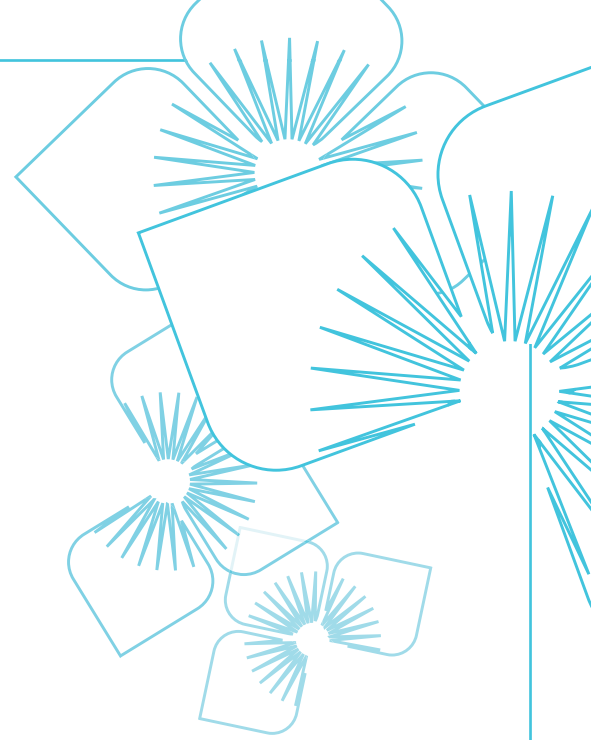


Our customers deserve the best possible service from us. And this is how we plan to make sure they get it.

This leaflet tells you exactly what we say we'll do and how we plan to do it.

Everyone who works for Testway

- We know our customers have different needs and we'll be flexible to make sure we meet them
- We'll answer all letters and emails in five working days
- When you arrive for your appointment we won't keep you waiting more than five minutes
- If you don't have an appointment time we'll make sure you're seen by someone who can help you within 10 minutes of you arriving
- We'll answer our phones in five rings, (quicker if we can)
- We'll only use voicemail when we're closed, if we're on the phone you'll get the engaged tone

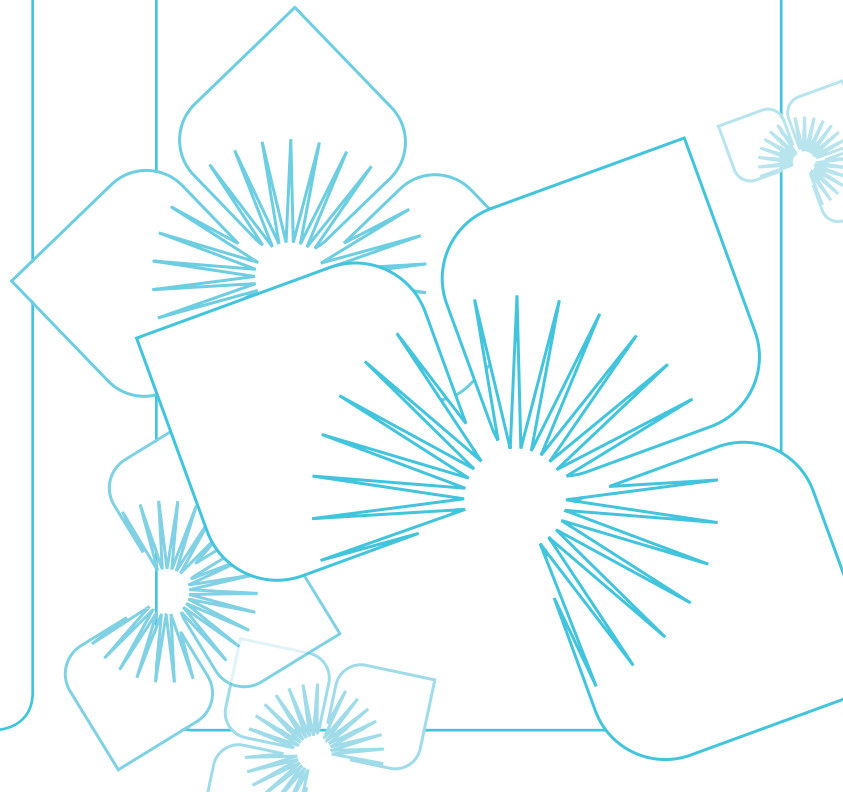


- If we haven't been able to help you when you first ring, we'll get someone who can help you, to call you back within 24 hours
- We'll answer all complaints within ten working days
- We'll explain all our decisions to you

The housing management team

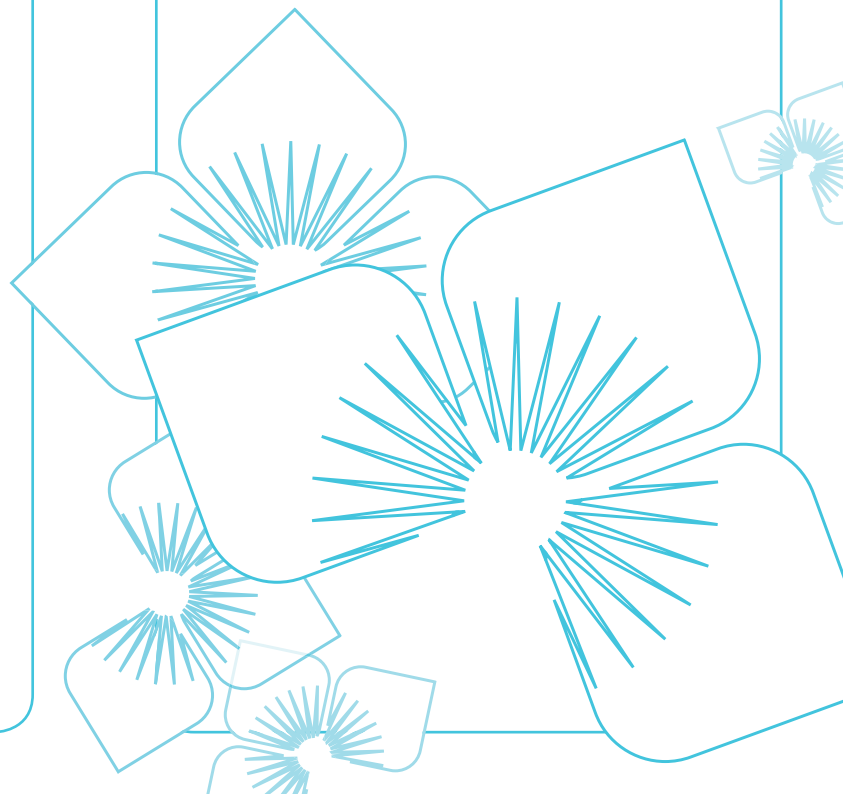
- We'll publish all estate inspection dates in our Together magazine which comes out four times a year. We'll also put these up in reception and on our website
- We'll let all our residents know how they can get involved to make their neighbourhood better
- For our residents who want to get involved, we'll put information about the training courses we're running on our website, in our Together magazine and in our reception areas
- We'll be in touch if your bid is successful on one of our empty homes within three working days of us being told by the council
- We'll arrange to take you round the home you've been nominated for at a time that's good for all of us
- We'll offer you a choice in how you pay your rent, either:
 - By direct debit
 - At a post office or bank
 - Set up a standing order
 - On our website
 - By card at reception or over the phone
 - By cheque

- If you invite us we'll come and help with any of your resident association meetings
- We'll offer you support if you're at risk of losing your home, or if you're a new tenant and need some help
- We'll give help (training, support and expenses wherever possible) to any groups of tenants who help us to get better at what we do
- We'll get back to you about any changes to a tenancy within five working days



- When you come and collect your keys to your new home we'll give you a copy of our tenants' and repairs' handbooks. We'll also tell you who looks after the area where you live
- We'll remove any graffiti on our homes or shared areas that we own, within 20 working days of knowing about it. If we think it's offensive to anyone, we'll remove it within 24 hours
- We'll publish ways on how all of our residents can get involved and have their say in their community
- We'll come and check your home within 10 working days of being told you're on the transfer register
- After we've got your application to swap homes, we'll get in touch with you within three working days and talk to you about how it all works
- Before we come up with a plan for you to pay back any money you owe us, we'll go through an income and outgoing statement with you

- We'll work with you to plan how you can pay the money back to us
- We'll get in touch with you to talk through any questions you/we may have about your tenancy, within five working days of us knowing about them



The asset management team

- Before we do any improvements to your home we'll send out a newsletter telling you when and what we'll be doing
- We'll do a yearly safety check on all the gas appliances in your home. This is for your safety and you must make sure you let us in
- We'll visit your home to look at any repairs that couldn't be fixed - by our staff or companies that do work for us - within five days of them coming to see you
- We'll get back to you within five working days if you want to make any changes or improvements to your home
- We'll decorate the outside and inside of the shared areas in blocks of flats at least once every five years
- We'll visit your home once every five years to help plan any future improvements
- We'll visit your home regularly to check for any asbestos and make sure it's safe for you to live in

The finance team

- We'll keep your rent account up-to-date with any payments we get from you within three working days
- We'll send you a statement about your rent four times a year
- We'll send out details of your service charges once every six months
- We'll set up direct debits or standing orders within five days of being asked to
- We'll write to you within five days of getting a bounced cheque, or direct debit/standing order that hasn't gone through

We're going to check every month that we're doing all of these things, but if you don't think we are, please let us know.

**You can call us on
01264 405555 or email us
at info@testway.co.uk**

How to get in touch with us

Andover

Testway House, Greenwich Way,
Andover, Hants SP10 4BF

Tel: 01264 405555

Romsey

86a The Hundred,
Romsey, Hants SO51 8BX

Tel: 01794 500050

Email

info@testway.co.uk

Web

www.testway.co.uk

Office hours

Monday - Thursday 8.30am - 5pm

Friday 8.30am - 4.30pm

If we plan to close our offices for any reason, we'll put a notice up in reception two weeks before.

Citizens Advice Bureau

Look in the phone book or visit www.citizensadvice.org.uk to find your local office

