

Customer Service Standards



This
Document has
been Read and
Approved by
Residents

We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders, shared owners and those people living in supported or sheltered accommodation.

Customer Service Standards

Cosmopolitan Housing Association is committed to providing you with excellent services. This leaflet sets out the standards of service that you can expect to receive from us across all of our service areas. The standards have been developed in partnership with residents by asking about what is important to you and your communities. We have completed local consultation events, visited residents homes and requested feedback by telephone and email to find out what you think of our services and improvements you would like to see.

Residents are involved in monitoring and reviewing our standards on a regular basis to make sure they reflect what matters to you.

We will:

- Treat you with courtesy and respect at all times.
- Provide you with information that is clear accurate and honest.
- Communicate in a way that suits you, ie, by letter, telephone, face to face and email.
- Treat you and your family fairly whatever your age, ethnic origin, disability, gender, sexuality, religion or marital status.
- Make our offices accessible.
- Display up to date information.
- Display office opening hours and details of how to contact us outside these hours in offices and on the website.
- Give you the opportunity to comment, compliment or complain about our services.

In person we will:

- Greet you in a friendly polite manner.
- Wear a name badge so you know who you are speaking to.
- See you within 15 minutes even if you don't have an appointment.



In your home:

- On request we will make an appointment for a member of staff to visit you in your home.
- Our staff and contractors will carry and show their identity cards.
- If we have to cancel an appointment, we will let you know at least 24 hours in advance and will arrange a new appointment.
- If you are not at home when we call we will leave a card notifying you of our visit.



In writing we will:

- Respond to any written correspondence within 5 working days.
- Acknowledge complaints within 2 working days and respond with findings within 10 working days.
- Communicate in plain language and not use jargon.
- Respond to requests for information to be translated into an alternative language, braille, audio or large print within 7 days.



Via the telephone we will:

- Answer the telephone stating our full name and team.
- Respond to voicemail and telephone messages within 2 working days.
- Leave voicemail recordings advising you if we are out of the office, when we will return and how you can contact us or another member of staff.



Via email we will:

- Respond to your query within 5 working days.
- Leave an out of office message advising you how you can contact us or another member of staff when we are not in.

Via our website:

- Ensure our website contains useful, up to date information.
- Provide translation, audio and text size facilities for you to access our website.
- Expand the use of See My Data to enable you to access further information via the website.

We will also:

- Publicise the name and contact details of your key contact within the income management, tenancy management, supported living and resident involvement teams and advise you whenever this information changes.
- Give you the opportunity to test these standards by becoming a resident inspector.
- Display information on our performance every 3 months.

If you would like to comment on these standards please contact the Resident Involvement Team
on: **0151 224 0204** or email:
getinvolved@cosmopolitanhousing.co.uk



Allocations

We will

- Make contact with you within 2 working days of the Association receiving an enquiry.
- Arrange a meeting inviting you in for an interview within 5 working days.
- Consider making a home visit. This will particularly be the case where an applicant's request is of a sensitive nature.
- Assist you in making an application over the telephone.
- Ask you to supply all requested information within 5 working days.
- Cancel your application if supporting documentation is not provided with 5 working days.
- Where a completed application has been received in full advise you of the outcome of your request within 2 working days.
- Indicate how long you are likely to wait for accommodation.
- Ask for references.
- Contact third parties to verify information.
- Treat information relating to your application confidentially.

Empty properties

- Before moving into a new property we will ensure the following work has been carried out:

Safety Checks

- Electrical Installation.
- Gas Installation.
- Plumbing Installation.
- Smoke Detectors (unless part of a communal system, which are serviced separately).





- The Associations gas appliances will be serviced on the commencement of your tenancy.

Fixtures and Fittings

- All kitchens will have facilities for a washing machine outlet including a power point under the work surface and isolating switch.
- All surfaces, fixtures and fittings will be cleaned.

Keys

- Residents will be provided with two sets of house keys inclusive of window locks radiator and external gas/electric meter cupboards keys as applicable.

Gardens

- Prior to commencement of the tenancy the garden will be maintained, if applicable.
- A Resident Information Card detailing location of stopcocks/ isolating controls etc. will be provided.
- Emergency Telephone Number will be located in a cylinder cupboard and meter cupboards.

Cleaning of Property

- All items will be removed from:
 - Loft
 - Cellar
 - Crawl Cupboard
 - Airing Cupboard
 - Store Cupboard
 - External Stores
 - Bin rooms/areas to be washed down

Kitchen

- All kitchen units and sinks will be cleaned and washed down inside and out pristine clean.



Bathrooms

- All ceramic items will be washed down internally and externally pristine clean. All tiled surfaces and floors to be washed down.

Windows

- All internal windows and mirrors will be washed down.

General

- All rooms will be swept/ vacuumed.
- All vinyl sheet flooring or similar will be cleaned (with water and detergent).

Anti-Social Behaviour

Access and reporting

- We will ensure you can report anti-social behaviour by:
 - Telephone **0151 224 0313** - for out of hours ie 5pm - 9 am ring freephone **0800 100 2578** (this service is not free from mobile phones and is only a reporting service where your complaint will be recorded and passed to a Tenancy management Officer the next working day).
 - In writing to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, L3 2BY
 - In person.
 - E-mail: tenancymanagement@cosmopolitanhousing.co.uk
 - Via our website: www.cosmopolitanhousing.co.uk
- Information regarding how the Association will deal with cases of anti-social behaviour is available in translated or alternative formats on request. You can also read or download our Guide to dealing with Anti-Social Behaviour at:

www.cosmopolitanhousing.co.uk/news/policypublications.php





Interview and Investigation

- Anyone who reports anti-social behaviour will be interviewed within 5 working days, however this may be sooner depending on the seriousness of the incident.
- Prior to interviewing any complainants or witnesses to anti-social behaviour we will first agree with you the safest most convenient place to meet.
- We will ask you a series of questions to establish the facts surrounding the incident. For example:
 - What type of behaviour does the incident relate to?
 - When did the incident take place, time date etc?
 - Where did the incident take place?
 - Have you tried to resolve the matter yourself? If so what was the outcome?
 - Who was the person/or persons causing the nuisance/anti-social behaviour?
 - Did anybody else witness the incident/s? The Association will not interview any witnesses without your consent.
 - Why did the incident take place? Were there any issues leading up to the incident or was it unprovoked?
 - What was the result of the incident? How did it make you or any witnesses feel?
 - Have you contacted any outside agencies such as the Police or Local Authority (Council) in relation to your complaint?



Support

- The Association recognises that complaining about anti-social behaviour or witnessing anti-social behaviour can be a very traumatic experience. The Association will support complainants and witnesses in a number of ways including working with outside

agencies such as the Police and Victim Support, keeping in regular contact with you, providing you with extra security measures (such as extra locks, additional lighting and the use of a dictaphone or mobile phone), and supporting you throughout the Court process if your case has to go to a Court.

Action plan

- The Association will set up an action plan with you, which will outline what you can expect from us and what we can expect from you in order to try to resolve your complaint.

Timescales

- If your complaint is classified as:

Category A - Very Serious Anti-Social Behaviour which includes Hate Crime, Domestic Violence, Harassment, Racial Harassment and any criminal activity which affects our property.

- We will:
 - Acknowledge and log your complaint within 24 hours or the next working day.
 - Interview you within 24 hours or the next working day (unless you request otherwise).
 - Interview the alleged offender (when known) within 24 hours or the next working day of interviewing you (unless you request otherwise or circumstances dictate).
 - Involve outside agencies as and when required.
 - Remove any racist or offensive graffiti within 24 hours where possible.
 - Contact you on a weekly basis throughout your complaint (unless you request otherwise).
 - Not close your complaint until the investigations have been fully completed and action has been taken on the outcome of that investigation, where appropriate.





Category B - Serious Anti-Social Behaviour including persistent noise nuisance, vandalism, drug use, verbal abuse and intimidation.

- We Will:
 - Acknowledge and log your complaint within 24 hours or the next working day.
 - Interview you within 5 working days.
 - Interview the alleged offender (when known) within 5 working days of interviewing you (unless you request or circumstances dictate otherwise).
 - Involve outside agencies as an when required.
 - Contact you on a fortnightly basis throughout your complaint (unless circumstances dictate otherwise).
 - Not close your complaint until either a minimum of 28 days of inactivity have passed, you request the complaint be closed or the investigation has been fully completed and action has been taken based on the outcome of that investigation.

Action

- Depending on the severity of the anti-social behaviour and the circumstances of the complaint, the Association will consider the following actions or a combination of these actions to resolve the complaint;
 - Issuing a Warning.
 - Referral to Mediation Services.
 - Establishing a Parenting Agreement or Contract
 - Referral to Support Service.
 - Agreeing an undertaking with the Association to change behaviour.
 - Establishing an Acceptable Behaviour Contract.
 - Transfer of Accommodation.
 - Establishing an Undertaking with the Courts to change behaviour.
 - Demotion Order - Removing certain rights to the security of the tenancy.

- Extension of a Starter Tenancy.
- Issuing an Injunction - an Order of the Court.
- Possession Order - Granted by the Courts following possession proceedings.
- Eviction.

Transfer/re-housing

- If the anti-social behaviour is severe and the complainant or witnesses fear repercussion from reporting incidents or giving evidence it may be necessary to consider re-housing.

Removal of graffiti/repairing damage

- Any physical damage or graffiti resulting from anti-social behaviour will be attended to/or removed as soon as possible. Any racist or offensive graffiti will be removed within 24 hours or 1 working day of receiving the report.

Additional safety measures

- Should you feel vulnerable as a result of anti-social behaviour we can provide you with additional security measures such as extra window and doors locks, additional lighting or use of a dictaphone or mobile phone.

Rent Income

- Paying your rent/service charges is a condition of your tenancy. We do appreciate that from time to time people may have financial problems and when this happens we will be understanding of your individual circumstances and offer you appropriate advice and assistance.





- We will give you four weeks notice of any increase to the rent and service charges you pay.
- Write to you on an annual basis to inform you of what your rent and other charges will be for the coming year.
- Offer you a choice of ways to pay e.g. direct debit; Standing Order; telephone using debit card; cash at head office; cheque; Pay Zone/Post office with rent card.
- Send rent statements four times a year.
- Contact you within two weeks if you fail to pay your rent, to inform you how much you owe and to request payment.
- Contact you at every stage of the rent arrears procedure advising you of the amount of rent outstanding and of any action to be taken.
- If your account does fall into arrears, we undertake to look at your individual circumstances and financial situation.
- Try to contact you in person to discuss your account and payment, over the telephone, face to face in your own home, or in one of our surgeries.
- Provide you with advice and assistance with completing any claim you may have with Housing Benefit.
- We will respect confidentiality and privacy.
- If you breach your arrangement or fail to make contact with us we will take further recovery action. This may lead to repossession of your home.
- We will notify you of the date and time of any court hearing and advise that you attend the hearing in person.
- We will write and visit you no later than 10 days prior to the date of the hearing and also provide you with an up to date rent statement.
- As we recognise that rent arrears may not be a persons only debt we do offer debt advice from our Financial Inclusion Officer alternatively you can seek

independent advice from Citizens Advice Bureau, Welfare Rights or other debt advice agencies.

What we expect from our Customers

- Pay your rent in accordance with your tenancy agreement.
- Keep us informed of any changes in your circumstances that affect your tenancy, including any changes in income.
- Respond to letters/requests for information within the timescales given.
- To be polite and courteous at all times.
- Treat staff with respect.

Resident Involvement

We will:

Publications

- Publish a minimum of 2 editions of the residents' newsletter "What's New" per year.
- Provide feedback on how residents have influenced services.
- Produce an Annual Report with our residents detailing our achievements during the year and future plans.
- Ensure all publications are available in pdf format to download from our website.

Feedback and Communication

- Develop a Communications Strategy with residents.
- Provide performance information via web site/newsletter/service review groups/resident groups and upon request.
- Keep you informed of changes/improvements as a





result of your feedback via our 'You Said We Did' web site page and in the 'What's New' newsletters.

- Provide information via notice boards in communal areas.
- Consult you via the resident census on your preferred method of contact i.e email, face to face, telephone, letter etc.
- Use information from the residents census to help shape the services to residents, e.g. identifying residents in need of care and/or support.
- Provide up to date information on events, activities and our services via website, written correspondence, newsletters, email and telephone.
- Ensure all new residents of the Association are visited within 8 weeks, to discuss how they can influence the services they receive.

Menu of Options for Involvement

- Provide a choice of involvement opportunities which allows all residents to get involved at a level that suits them and the time they have available.



Residents Groups

- The Association will support residents who wish to form Residents Groups and Associations and recognise the valuable role they have to play in improving communication between the Association and its residents.
- The Association will assist in the formation of new groups (including the provision of a start up grant) and support and assist any group or groups of residents who wish to meet less formally to discuss issues relating to or affecting their services.
- The Association will support and assist any group or groups of residents who wish to meet with other residents in the community to discuss issues relating to or affecting their neighbourhood.

- We will send relevant staff with responsibility for the service under review, to discuss and plan the way forward with residents and provide open, timely and accurate information and feedback.
- Give advice, assistance and financial support to established groups.
- Encourage representatives to become members of our service review teams and Cosmopolitan Scrutiny Panel.
- Assist with the provision of meeting facilities.
- Assist with typing, photocopying and postage.
- Provide or locate training programmes and facilities.
- Involve residents in ongoing service reviews.

Service Review Teams

- The Association has a number of service review teams who's resident members work with staff to look at the services delivered within a specific area. All teams review policies and procedures, monitor and set targets for service standards, performance indicators and resident satisfaction. The service review teams also contribute to the giving and receiving of feedback to and from residents via newsletters, our website, residents groups and through complaints. These teams are also responsible for advising the Cosmopolitan Scrutiny Panel when performance falls below expected standards. Residents can get involved in any of the following teams:
 - Tenancy Management Review Team.
 - Resident Involvement Review Team.
 - Repairs Review Team.
 - Development and Regeneration Review Team.
 - Complaints Focus Group.
 - Income Management Review Team.
 - Supported and Sheltered Living Review Team.



Resident Inspectors

- We have a team of Resident Inspectors who measure and monitor our services against our standards. This could be visiting an empty property before it is let to ensure it meets the standards set. It could be to check all of our offices are accessible or it could be to inspect a whole service area. Resident Inspectors report back to the Association and make suggestions on how services might be improved.



Cosmopolitan Scrutiny Panel

- Cosmopolitan Scrutiny Panel gives residents influence over the Association's priorities and performance and enables residents to challenge and hold the Board to account. It also makes recommendations for changes to the Association's behaviour and performance where it is felt that this is not meeting the needs and priorities of residents. Cosmopolitan Scrutiny Panel has direct links to the senior management team and Board of the Association.



Widespread Consultation

- The Association will consult and seek the views and opinions of all residents affected by a change in services prior to such a change being put into practice.

Community Events

- The Association will support and where possible, fund social events which bring together a group or groups of residents as a community.

Travel Expenses

- The Association will pay all reasonable costs or provide transport, where necessary, for residents to get to and from meetings and training events.

Venue Hire

- The Association will provide or pay reasonable costs in respect of room hire required to facilitate meetings or training. This will include offering its own office facilities and meeting rooms which will be made available free of charge.



Care

- The Association will pay, on receipt of invoice, for a registered childminder or care cost to enable attendance at meetings or training events.

Training

- The Association will annually set and review budgets and allocate resources for resident training and will promote, where practicable, joint training between residents and staff.



Resident Involvement Statement

- Annually in accordance with the Resident Services Authority regulations, the Association will consult with residents on the effectiveness of its resident involvement activity and publish its Involvement Statement. The statement will advise residents of the Association's key priorities for the forthcoming year and explain how it will deliver them. It will also look back and summarise achievements from the previous year. The statement will form part of the continuous cycle of consultation, improvement and feedback sought by the Association.

Policy

- Policies will be regularly reviewed in conjunction with residents in order to reflect changes in legislation, best practice and changing circumstances.





Supported Living

The Association will:

- Recognise you as a resident first and foremost and not marginalise or label you by your support needs (except where it is needed to allow you to access supported housing).
- Assist you in living safely within your community.
- Be flexible and sensitive in responding to your needs.
- Endeavour to involve you in making decisions which affect your housing and the environment in which you live.
- Provide the agents who provide support to our residents with training and development opportunities to ensure they are familiar with the Associations aims, strategies, policies and procedures.
- Communicate with you in a way that suits your needs.

Repairs



- Cosmopolitan Housing Association guarantees to provide a 24 hour 365 day a year repair service. To this end a freephone service **0808 100 2578** is provided (a cost is incurred when dialing from a mobile phone). Cosmopolitans maintenance service partner KHT Services will take your call at their dedicated contact centre. When reporting your repair
 - You will be offered an appointment at the first point of contact
 - Repairs will be carried out between the hours of 8.00am and 8.00pm, Monday to Friday and 8.00am to 1.30 pm on Saturday.
 - A text will be sent to remind you of your appointment.
 - If an operative attends your home to carry out a repair and a further visit is required, an appointment will be made with you before the operative leaves.

- If the Association misses an appointment without notifying the resident, residents will be entitled to receive compensation of £15.

The Association in certain circumstances will charge the resident £15 if they fail to keep a pre-arranged appointment.

Repair Priorities

- In order to provide an efficient, cost effective and needs based repairs service we will prioritise work into four categories:

Emergency Works

Completion within 24 hours

1. Roof leaks will be inspected and temporary repair works carried out (this is subject to weather conditions and health & safety implications).
2. Dangerous structures such as falling ceilings and brickwork.
3. Blockages and backing up of drains.
4. No electricity. Fault isolated and power restored.
5. Gas leaks and fumes from flues.
6. Repairs to burst pipes severely affecting the resident's own possessions or the structure of the property.
7. No hot water.
8. Boarding-up and securing of empty premises.
9. Fencing off only of external works, such as paving slabs, where subsidence has taken place.
10. Order to gain access where the resident is locked out of property, this is rechargeable through the resident's own fault.
11. Repair to front door and access level windows, where absolutely necessary to ensure the security of the premises.
12. Respond to and make safe incidents relating to hate crime, domestic violence, racial harassment and harassment.





Urgent Works

Completion within 7 calendar days.

1. Major roof repairs.
2. Any general repairs resulting from electrical faults.
3. Minor plumbing repairs.
4. Minor repairs to central heating boilers.
5. General repairs to front entrance doors/locks.
6. Any glazing repairs where security or danger involved.
7. Staircase lighting.
8. Repairs to staircase.
9. Handrails.
10. Works required to assist in the resolution of issues relating to serious anti-social behaviour.

Normal Repairs

Completion within 28 calendar days of placing the order with the contractor.

1. Minor roof repair.
2. Blocked gutters.
3. Repairs to gutters and downspouts.
4. Any general carpentry including kitchen units.
5. Internal floor screeds.
6. Any plastering works.
7. Replacement of sanitary-ware, unless a health hazard exists.
8. Brickwork & paving etc.

Planned Works

- Cyclical decoration.
- Adaptations.
- Fence/gate repairs.
- Kitchen replacements.
- Bathroom replacements.
- Boiler replacements.

- When a repair falls into the planned work category the Association will advise residents when it anticipates the work to be carried out. This may not



be in categories 1, 2 or 3 but as part of the larger planned programme of works.

Planned and Cyclical maintenance

- The Association intends to keep your home in the best condition possible and to do this we will carry out planned and cyclical programmes. These programmes will include the renewal of kitchens, bathrooms, windows, etc. The Association will also introduce an external painting programme to all homes and this cycle will be repeated every 5 years. If your home is include in one of these schemes we will:
- Tell you as soon as possible if we are planning to include your home in our planned maintenance or cyclical programme.
- If your windows will not last five years then we will consider their renewal.
- Respect the wishes of individual customers, where this is possible, who may prefer to have their home excluded from certain schemes.
- Take into account as much as possible any special requirements you may have regarding the timing of the work, for example to fit in with your holiday dates.
- Adjust designs where possible to accommodate your own furniture and fittings.
- Only use reputable contractors and make sure that the work is supervised so that it meets our specification.
- Provide you with the names and contact details of the project team.
- Send you a survey once the work is finished so you can tell us your views about the work.
- In order to complete work successfully Cosmopolitan has a set of service standards that you can expect to be adhered to.
- The Service Standards for Planned and Cyclical Works are:
 - The project team will tell residents what work is to be carried out in their home at least 21 days before it starts.





- Before starting work in our residents homes the project team will advise you of what work will be carried out.
- Before replacing major items, we will offer a choice of fittings where possible.
- We will give you a daytime and out of office contact telephone number.
- If we have to cut off water, electricity or gas supplies we will minimise disruption and re-connect them at the end of each working day.
- We will always keep one room habitable during major work.
- We will carry out satisfaction monitoring at the end of every day.
- All members of the project team will wear identification badges.
- Residents Responsibilities in relation to your home are:
 - During any works we would request that residents assist by:
 - Allowing contractors into your home to work and keep to appointments.
 - Keep the areas to be worked in clean and safe.
 - Keep pets out of the way while work is in progress.
 - Not smoke around people working in your home.
 - Residents must also be aware in relation to there home that there are some repairs that residents themselves are responsible for, these items are:
 - Tap washers.
 - Light bulbs.
 - TV aerials (where no service charge paid).
 - Repairs caused by resident damage. (re-chargeable).
 - Internal decoration.
 - Toilet seats.
 - Bath and sink plugs.
 - In certain circumstances the Association may carry out the above repairs and recharge residents for the cost of repair/replacement.

Inspections

- It will be necessary for some repairs to carry out an inspection prior to the contractor starting the work. If this is the case the Association will advise the resident when the repair is reported.

Right to Repairs

- If the Association fails to carry out certain repairs, you can ask us to use another contractor. If the Association still fails to carry out the work, residents are eligible for compensation. This equates to a one of payment of £10 then £2 for each day the work remains incomplete, to a maximum value of £50.

Reporting a Repair

- You can report repairs in the following ways:
 - By telephone 0808 100 2578, this is a free phone number from landline phones only, available from 8.00 am - 8.00 pm, Monday - Friday and 9.30 am - 1.00 pm on Saturday.
 - In person at any Cosmopolitan Housing Association office.
 - By the internet at: www.cosmopolitanhousing.co.uk or via email - repairs@cosmpolitanhousing.co.uk
 - By letter.

Vulnerable Residents

- Where the Association knows you are vulnerable repair response times can be enhanced. Details of this are available in the Association's vulnerable resident's policy.

Gas Safety

- We will carry out a safety check to the Associations gas appliances every 12 months.



- We will take legal action against you if you do not allow access into the property to service your appliances.

Adaptations

- We will keep you informed at quarterly intervals on how long you will be waiting for your adaptation to be completed.

Equality and Diversity

We Will:

- Endeavour to ensure that all individuals and groups are able to access the Association's services, irrespective of any disability, vulnerability or disadvantage.
- This requires an understanding and requirements of the communities served so that these can be responded to in terms of knowledge and skills of staff, the services provided and the buildings from which services are delivered.
- Undertake and regularly re-visit & review information about the diverse needs that exist within the communities that it serves.
- This approach will enable the Association to identify the housing needs and aspirations of the communities that the Association serves, both in terms of existing residents and the needs of people who aspire to live in our properties.
- To achieve its objectives, the Association will:
 - Ensure that all offices comply with the requirements of the Disability Discrimination Act through property audits and inspections.
 - Make our organisational information widely available and where practical in relevant



community languages, braille, large print, on tape, provide and advertise signing and other translation facilities to ensure that all sections of the community, particularly disadvantaged individuals or groups, can gain access to services.

- Maintain links with community groups that work with or represent the diverse groups that fall within the scope of this strategy and contact on a regular basis representative groups to offer support with regards to issues facing the community and to confirm proper access to information and advice.
- Ensure that the diverse needs of existing residents are fully understood through the capturing of information via the Resident Census and other profiling activities.
- Operate an efficient and effective Aids and Adaptations service, accessing match funding wherever possible to maximise the scale of works that can be delivered.
- Ensure that the Design Brief for new developments takes into account the needs of vulnerable, disabled and other diverse groups' needs.
- Monitor levels of satisfaction with services.
- Adopt a partnership approach with other housing providers, local authorities and community groups to enhance the opportunities for meeting the specific needs of disabled, vulnerable or disadvantaged groups. This will also involve responding promptly to partners in relation to local research, assessments in relation to the needs of diverse groups, the furtherance of local strategic partnership aims and actively participating in local initiatives.
- Undertake regular reviews of our allocation policy and procedures.
- Seek ways to actively promote involvement of residents in both formal and informal structures to a diverse range of customers, particularly where





we are aware of under-representation (e.g. disabled persons; younger people; particular BME groups).

- Be sensitive to the needs of different groups and individuals when planning and organising events.
- Ensure that the complaints procedure is easily accessible and easy to use by all customers.
- Monitor complaints received by gender, transgender, race, disability, sexual orientation, age, marital status and religion to identify if any particular groups are being disadvantaged or discriminated against either directly or indirectly by the activities of the Association, taking corrective action where any trends are identified.
- Ensure that no person that has made a complaint will be treated any differently by virtue of them having made the complaint so as to constitute victimisation of that person.
- Undertake regular satisfaction surveys, including a STATUS survey at least every three years in addition to service specific satisfaction monitoring that is undertaken on an on-going basis.
- Regularly review policies and procedures that are in operation across the Association to ensure that they comply with legislation, regulation and best practice.
- Widely publish the Associations approach to dealing with incidents of anti-social behaviour, take efficient and effective action against the perpetrators of anti-social behaviour, ensuring the needs of the victim are upheld at all times and provide a range of additional services and resources that provide support and assistance to the victims of anti-social behaviour.
- Promote the principles of equality and diversity as part of the selection process for contractors, consultants, suppliers and partners.

- Offer equality and diversity training to contractors on a regular basis, particularly smaller ones that require assistance and support.
- Establish clear standards and targets to be met by the contractors, consultants and suppliers.
- Operate systems that allow for monitoring the performance of contractors, consultants and suppliers in relation to equality and diversity and their progress against agreed targets.





If you wish to have this document translated into your chosen language, please tick the relevant box below and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

This document is available in large print, Braille and audio tape on request.

إذا لڤدك الرغبة فى الحصول على هذه الوثيقة مترجمة الى اللغة التى تختارها، أرجو ان تضع علامة على الصندوق وترجعه الى هيئة إسكان كوسمبولتان.

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Arabic)

如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Simplified)

如果您想把這份文件翻譯成中文，請在空格內劃✓，然後把傳單寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Traditional)

ئەگەر حەز دەهکیت ئەم تۆکیومینتەت بۆ سەر زمانى خۆت بۆ وه رېگنېدېرېت ئەوا تکايە نیشانەى ✓ لەو چوارگۆشە بدەو بېگە پێنەو بۆ (کۆمەڵەى کۆسپۆپۆلیتان بۆ خانووبەره) بۆ ئەم ناو نیشانە:

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Kurdish)

Jeśli chcieliby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Polish)

Haddii aad jeclaan laheyd in documentigan luqad aad dooratay lagu soo turjumo, fadlan sax sanduuqa oo u soo celi hey'adda guriyeynta ah ee Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Somali)

Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işaretleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.

(Turkish)

Please be aware that Cosmopolitan Housing Association may record any incoming or outgoing telephone calls as part of our commitment to providing excellent customer service.



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Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.