



Planned Maintenance and Improvement Works...



This Document has been Read and Approved by
Residents

Customer Charter



Planned Maintenance and Improvement Works Customer Charter

This leaflet sets out the standards of service that you should expect from Cosmopolitan Housing Association if your home is to be included in any of our planned maintenance or improvement schemes. These schemes could include the renewal of your kitchen, bathroom, windows, external painting etc.

Our Aim:

We aim to please by making sure that we carry out high quality planned maintenance and improvement works whilst minimising the disturbance and inconvenience caused to you.

We will...

- Tell you as soon as possible if we are planning to include your home in our planned maintenance or improvement programme
- 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 have a set of service standards that you can expect to be adhered to.

The Service Standard for Improvement and Planned Works are:

- The project team will tell customers what work is to be carried out in their home at least 21 days before it starts
- Before starting work in our customers 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 reconnect 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

During the 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.

Complaints

We always try to provide the best service that we can but accept that sometimes mistakes and delays do occur.

If you are not happy with something we have done or not done you should contact Cosmopolitan on the numbers below and we will do our best to resolve your complaint. If necessary, we can also provide you with information about Cosmopolitans complaints procedure.



...and compliments

We also like to receive your opinion on what works well, so if a particular member of our staff or a service that we provide has impressed you, please let us know.

Contacting us

For further information about our planned maintenance and improvement programme, please contact the Asset Management Team on: **0151 224 0205**

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.

<p>إذا نديك الرغبة في الحصول على هذه الوثيقة مترجمة إلى اللغة التي تختارها، أرجو أن تضع علامة على الصندوق وترجمه إلى هيئة إسكان كوسموبولتان.</p> <p>Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <input type="checkbox"/>	(Arabic)
<p>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</p> <input type="checkbox"/>	(Chinese – Simplified)
<p>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</p> <input type="checkbox"/>	(Chinese – Traditional)
<p>ئەگەر حەز دەکەیت ئەم دۆکیومەنتەت بۆ سەر زەمانی خۆت بۆ وەرگێڕدەیت ئەوا تکایە نیشانەى ✓ لە وەرگێڕگۆشە بەدەو بێگەڕێنەوه بۆ (کۆمەڵەى کۆسمۆپۆلیتان بۆ خانووبەهه) بۆ ئەم ناونیشانە:</p> <p>Cosmopolitan Housing Association ,Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <input type="checkbox"/>	(Kurdish)
<p>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.</p> <input type="checkbox"/>	(Polish)
<p>Haddii aad jeclaan laheyd in documentigan luqad aad dooratay lagu soo turjumo, fadlan sax sanduuga oo u soo celi hey'adda guriyeynta ah ee Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <input type="checkbox"/>	(Somali)
<p>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.</p> <input type="checkbox"/>	(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.



Cosmopolitan House, 2 Marybone, Liverpool L3 2BY,
Telephone: 0151 227 3716 Fax: 0151 227 4991
www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

CSL/006/JULY11