

Spring

We want your views

Customer service



here&now



Welcome to our first *here&now* roadshow, which is focusing on customer service.

The Older Person's Housing Team has dedicated Sheltered Estate Officers who work closely with Gateshead Council's Sheltered Scheme Officers to deliver housing and support services to older customers in sheltered accommodation.

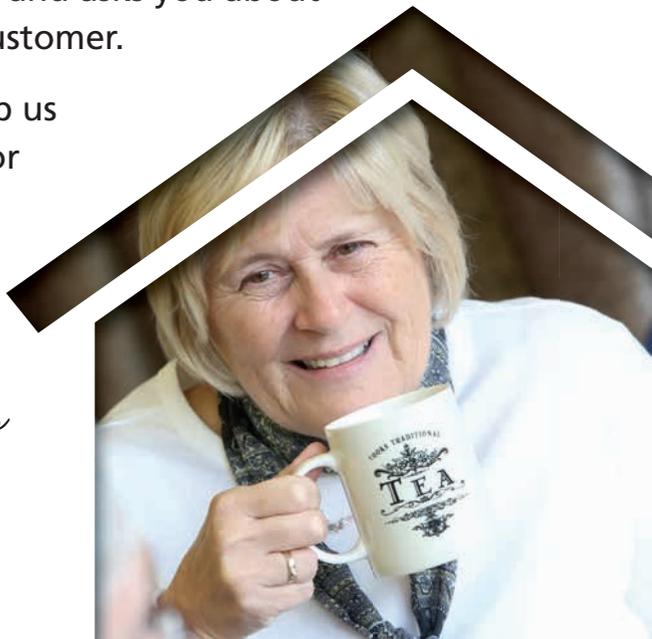
Our aim is to deliver excellent services and for you to be happy with the services you receive.

This leaflet explains more about the role of the Older Person's Housing Team and asks you about your experience as a customer.

Your feedback will help us to identify any areas for improvement in the future.

Thank you

*The Older Person's
Housing Team*



What does the team do?

The Gateshead Housing Company's Sheltered Estate Officers will:

- Work with you to deal with tenancy and support matters, such as neighbourhood nuisance, antisocial behaviour and dealing with complaints
- Advise you on the services available to help you manage your home and live independently
- Hold Estate Tours and regular meetings to listen to your views and act on them.

Gateshead Council's Sheltered Scheme Officers will:

- Provide practical help and support to enable customers to remain in their own home for as long as possible
- Encourage and organise social activities
- Ensure the smooth and safe running of the scheme
- Develop and maintain links with other service providers, agencies and the local community.



We would like to know what you think about the customer service provided by the housing company and its partners.

If you're unhappy with any of the services we deliver, please tell us why so we can look for ways to improve.

When answering the questions below we want you to think about all the services that you come into contact with in your home, from the housing company, Gateshead Council and its partners, such as Mears or the police.

1. Do you find employees friendly, helpful and professional?

Yes No Don't know

If no, please tell us why



2. If you have experienced any problems with the services we provide, how well did we resolve them for you?

Very well Poorly Don't know
 Well Very poorly

If you felt we didn't do well, please tell us why

3. How satisfied are you with the services provided by
The Gateshead Housing Company and its partners?

- Very satisfied Fairly satisfied Fairly dissatisfied
 Very dissatisfied Neither satisfied nor dissatisfied

If you are dissatisfied, please tell us why

4. How satisfied are you with living in your scheme?

- Very satisfied Fairly satisfied Fairly dissatisfied
 Very dissatisfied Neither satisfied nor dissatisfied

If you are dissatisfied, please tell us why

Name:

Address:

Postcode:

Tel:

E-mail:

Please return as soon as possible in the envelope provided to either your scheme or estate officer or by post to The Gateshead Housing Company, Freepost Plus RRZG-CLYL-XKRU, The Gateshead Housing Company, Civic Centre, Regent Street, GATESHEAD NE8 1JN. No stamp is needed.

Thank you for taking the time to give us your views.

When dealing with us you can expect us to:

- Be friendly, helpful and professional
- Introduce ourselves by name, wear name badges and provide proof of identity
- Ensure offices are accessible and provide rooms to discuss things with us in private
- Offer you a home visit if you are unable to come to our offices
- Aim to resolve your queries at the first point of contact
- Treat you fairly according to your needs
- Make sure information is clear, concise and easy to understand
- Treat all of the information you give us confidentially
- Take complaints seriously and deal with them fairly.



here&now

Managing Director: Jon Mallen-Beadle.

Registered Office: The Gateshead Housing Company, Civic Centre, Regent Street, Gateshead, NE8 1JN. Registered in England and Wales No. 4944719.