

Our Service Promise to you

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watmos
COMMUNITY HOMES

Our Service Promise to you

WATMOS Community Homes (WATMOS) through the Tenant Management Organisations (TMOs) is committed to a service promise which sets out targets and standards for our most important services.

Every year we will tell you how the services have performed against these targets and standards. For each service, information leaflets are available from your TMO office. Details of how to contact the TMO's are at the end of this leaflet.

Maintaining your home

WATMOS & your TMO promise to	In return we ask that you
<ul style="list-style-type: none">• complete your repairs within the target time• keep any appointments made for repairs and inspections• consult you before starting any planned major repairs to your home• keep you informed of progress during any major repair work• ask how satisfied you were with the repairs when they are completed• service our gas appliances in your home every 12 months	<ul style="list-style-type: none">• carry out minor repairs that are your responsibility under your tenancy agreement• are at home for appointments made to inspect a repair at your home• repair any damage you, your family or visitors have caused (if we have to carry out the repairs, we will charge you for this)• report repairs needed to your home or in shared areas

Moving

WATMOS & your TMO promise to	In return we ask that you
<ul style="list-style-type: none">• give you an interview date when you contact us or within 5 days of your name being sent to us by Walsall Council, if they nominate you• give you a copy of our Tenant Handbook if you move into one of our homes• assess, within 10 working days, any application you make to move into a home with WATMOS	<ul style="list-style-type: none">• use the information we give you to help make a realistic assessment of how long you could expect to wait for a new home• let us know about any change in your circumstances that may affect your application for a home• complete any review form we send you and return it promptly



Involving you

WATMOS & your TMO promise to	In return we ask that you
<ul style="list-style-type: none">• give you opportunities to get involved as much or as little as you want• work with you to make sure you get the training you need to help you influence our services	<ul style="list-style-type: none">• let us know what you think we could do to improve our services• get in touch with Watmos or your TMO if you want to know how you can become more involved

Dealing with anti social behaviour

WATMOS & your TMO promise to	In return we ask that you
<ul style="list-style-type: none">• see you within 1 working day of you telling us about your problem with anti-social behaviour, domestic violence or harassment• make a written record of any problem you tell us about• give you a copy of our policies and procedures, if you want them• agree an action plan with you	<ul style="list-style-type: none">• report serious incidents, including threats or acts of violence to the police as well as to your TMO• act in a considerate and reasonable way towards others and make sure that members of your family and visitors do the same• try to sort out minor disputes by talking to your neighbours• keep a diary of incidents if we need you to collect evidence



Rents and service charges

WATMOS & your TMO promise to	In return we ask that you
<ul style="list-style-type: none">• explain how we work out your service charges• give you a wide choice of ways to pay your rent• send you regular statements of your rent account• tell you how we have spent the rent you pay to us each year• only charge you rents that are in line with guidance from the Government	<ul style="list-style-type: none">• get in touch with your TMO if you have difficulty paying your rent• keep any claims you have made for Housing Benefit up to date• pay your rent on time

Complaints

WATMOS & your TMO promise to	In return we ask that you
<ul style="list-style-type: none">• send you a written acknowledgement of your complaint within 2 working days• send you a full response to your complaint within 15 working days	<ul style="list-style-type: none">• give us full details of the matters about which you are unhappy• tell us what action you believe we should take to help resolve your complaint



Recognising diversity

WATMOS & your TMO promise to	In return we ask that you
<ul style="list-style-type: none">• make sure that the services we and your TMO provide are fair and discrimination free• provide a translation and interpretation service to give all residents equal access to our services• work to make sure that residents with disabilities can access our offices• allocate our homes in a fair way by regularly reviewing our allocations policy	<ul style="list-style-type: none">• treat our staff politely and with respect (we can choose not to serve anyone whose behaviour is offensive, violent or abusive)• contact us if you need help to understand information that you are sent• tell us about any special help you may need

Keeping in touch

WATMOS & your TMO promise to	In return we ask that you
<ul style="list-style-type: none">• answer your phone calls within 15 seconds• give you a full written reply to letters or e-mails within 15 working days• WATMOS will send you a copy of our residents' news magazine, four times a year• your TMO will send you a local newsletter at least 4 times a year	<ul style="list-style-type: none">• keep to any appointments you have agreed with members of our staff

Who to contact

You can contact your TMO at the following

Avenues TMO Office

10/11 Second Avenue
Brownhills, Walsall, WS8 6JA

☎ 01543 453659

☎ 01543 452905

✉ avenues@watmos.org.uk

Burrowes Street TMO Office

Burrowes Street
Walsall, WS2 8NN

☎ 01922 613292

☎ 01922 746949

✉ burrowes@watmos.org.uk

Chuckery TMO Office

2 Brookes House, Tantarra Street
Chuckery, Walsall, WS1 2HS

☎ 01922 644456

☎ 01922 640841

✉ chuckery@watmos.org.uk

Delves East and West TMO Office

West Bromwich Road
Delves, Walsall, WS5 4NW

☎ 01922 720790

☎ 01922 638658

✉ delves@watmos.org.uk

Leamore TMO Office

1 Dover House
Providence Close
Leamore, Walsall, WS3 2AW

☎ 01922 493266

☎ 01922 493266

✉ leamore@watmos.org.uk

Sandbank TMO Office

1a Clarke House
Bloxwich, Walsall, WS3 2HG

☎ 01922 400333

☎ 01922 400219

✉ sandbank@watmos.org.uk

Twin Crescents TMO Office

11 Grove Crescent
Pelsall, Walsall, WS3 4NG

☎ 01922 682539

☎ 01922 682539

✉ twincrecents@watmos.org.uk

Watmos Community Homes

29 Stafford Street
Walsall WS2 8DG

☎ 01922 471910

☎ 01922 612967

✉ info@watmos.org.uk

You can find more information about WATMOS and the TMO's at www.watmos.org.uk



