



On Your Street 2023



Hello!

We are visiting all our customers to reconnect, to listen and to share information about how we can support you.

We're pleased to share our new Customer Charter, setting out our commitment to excellent customer service. In here you'll also find lots of useful information on the services we offer to help you to live in a confident, thriving community.

We'd love you to get involved in shaping our services so please scan the QR code on the back of this booklet or visit www.wdh.co.uk/getinvolved to see all the ways you can contribute to making WDH work for you and your neighbours.



If you need this brochure in other languages or formats scan the QR code and use the ReciteMe tool

Customer Charter

Our Vision is to create confident communities and our Customer Charter sets out our commitments to you.



Voice and influence -

We really value your feedback so we will give you opportunities to share your views and help improve services. This information is important as it helps us to make decisions that affect you.



Relationships - We will always treat you with respect. Our relationship with you will be honest and transparent and we will keep any information we hold about you safe.



Quality - We will provide you with a quality, well maintained, safe and well managed home.



Accountability - We will provide opportunities for you to scrutinise our services and hold us to account for the services we provide and the quality of your home.



Communication - We will give you important information about your home and community clearly, accessibly and when you need it. We will let you know about our services and how we're performing, how WDH is run and how we continue to improve.



When things go wrong -

We will provide advice and support, and have a simple, accessible Complaints Policy and Procedure in place, so complaints are resolved quickly, consistently and fairly.

In return, we ask you to:



Treat our employees with courtesy and respect.



Provide any information and the access we need to provide services to you quickly and efficiently.



Treat your home with respect.



Tell us if you need help or support with your tenancy.

These are our service standards, they are part of our Customer Charter and tell you what you can expect when you contact us.



Relationships

- Fair treatment is important to us so we will measure and report on how many tenants feel they are treated fairly and with respect as part of our annual tenant survey.
- We want your input so, to ensure we are offering customers the opportunity to get involved and shape our services in the most effective way, we will get external verification from Tpas. Tpas is an independent, evidence-based scheme that assesses our resident involvement arrangements.



Communication

- Unless defined differently in a published policy, our response times are as follows:
100% of emails and letters will receive a response within **seven working days**.
100% of social media contacts will be acknowledged within **one working day**.
- We will send out a monthly newsletter by email containing key information about how we are performing. You can register to receive this on our website: www.wdh.co.uk/tenant



Voice and influence

- To keep a check on how satisfied you are with our service, we will carry out a tenant survey every year. We'll also look into our services and invite you to give feedback in other ways from time to time.
- Our Customer Panel will scrutinise our services and recommend improvements.



Accountability

- We will publish an annual update on how we're performing against our priorities and our regulator's tenant satisfaction measures.



Quality

- All emergency repairs will be responded to within **24 hours**.
- An annual gas safety check will be carried out on **100% of homes** with a gas supply.
- We will confirm if you have been given permission for home improvements within **20 working days**.



When things go wrong

- **100%** of complaints will be responded to in line with the Housing Ombudsman's Complaint Handling Code.
- Complaints will be managed in line with guidance from the Housing Ombudsman Service (HOS), data protection legislation and our Equality, Diversity and Inclusion Policy.

How can we support you?

We are far more than just your landlord. As well as providing a safe and well maintained home, we offer support and services that go beyond your front door.

There's lots of useful information in this booklet, but if you'd like to know more please get in touch.



Boosting your career with training and development



Helping you find employment

We offer a range of services to help you to gain new skills and move into employment. Our Community Employment Advisors are available to help you to find work or a better job. They can help with your job search, provide advice and assistance with using email or completing online applications, help you to write a CV and cover letter and share interview tips. They can also provide support if you are self-employed

Our **Training for Employment programme** provides up to 12 months of paid employment with WDH to help adults back into work. You must be 19 or over, registered as living in a WDH property and currently unemployed. Places are limited each year. You could earn a wage and have something great to add to your CV at the end of the programme. The programme provides great experience and a good foundation for further employment.

For more information, please contact the Community Employment Team on **01977 788825** or search WDH Training for Employment online.





Get up to £1,500 to boost your career

The **Foundation Grant** is a non-repayable award of up to £1,500 to help with learning and training support or to improve your career prospects.

If you are aged 16 or over and registered as living in a WDH property, you can apply for the grant every three years to help with training course fees, equipment, childcare or public transport travel costs.

John from Castleford was a part time cleaner but wanted job security. The Foundation Grant helped him take his forklift truck refresher licence test and get a full time job.

Craig from Airedale made his dream of becoming a business owner a reality with the help of the grant.

Scan the code to hear from John and Craig.

Applications for the grant will open from 1 July 2023.



Apprenticeship and graduate opportunities

For students leaving school and moving to college, those who want to retrain or those who have just left university, we offer a range of **apprenticeship roles and graduate placements**.

An apprenticeship with WDH is a chance to start your career journey, or even take the opportunity to retrain in a growing, vibrant sector. You will be supported every step of the way to grow and develop your skills while you gain real life experience and earn a wage.

We also offer graduate placements and trainee opportunities to provide graduates with networking, training, and work experience for career progression.

These opportunities are advertised each year on our website and social media channels so keep your eyes peeled!



Build your career at WDH

Considered a job at WDH? If you want to help make a difference in your community and work for a flexible, forward thinking organisation, we are always looking for **great talent** to join us.

Take a look at our website for our latest job vacancies:
www.wdh.co.uk/careers



Looking after you



Helping you overcome life's challenges

There are a lot of things that can affect your health, wellbeing and overall happiness. You might have developed an unhealthy relationship with alcohol to cope with stress or unemployment could have left you feeling hopeless. It can all seem too much to bear sometimes.

We can help you to take the steps you need to better manage your wellbeing. Our professional mental health navigators can support you to make positive changes to your lifestyle. Scan the QR code to complete a wellbeing referral form and to see what else we can help you with.

You can also call **01977 724 403** to discuss a referral. For support, we offer telephone calls or video calls through Microsoft Teams.



Scan to complete
a wellbeing
referral form

We do not provide a crisis service. If you feel your situation is deteriorating or you need urgent help, please:

- call your GP or the NHS helpline on 111;
- go to your nearest Accident and Emergency department to access a crisis service; or
- call the Samaritans on 116 123 who can help you talk through whatever is troubling you and provide support.



Help to manage the rising cost of living

cashwise

Cash Wise is an award winning, free service, open to all WDH customers. Our Cash Wise Team provides face to face, telephone or online support to help you manage your household budget, address problem debts and support you to access the right benefits and grants for you.

On our website, you can find help to manage your money, advice on Universal Credit, tools such as a budget calculator and information on how to save on energy bills.

“The service I received from Cash Wise was great, they supported me with my budget and helped me get back on track with my bills. They were helpful and knew their stuff.” Ken, Cash Wise customer

For more information and support from our Cash Wise Team, scan the QR code, go to **www.getcashwise.co.uk** or call **01977 724651**.

Find us on social media for regular updates and top tips:



www.facebook.com/getcashwise



www.instagram.com/getcashwise



Scan for more
information



What about energy bills?

To help with increases in energy bills, we can refer eligible customers to the free **Groundwork Green Doctor programme**. Groundwork's Green Doctors are energy efficiency experts that visit people at home, helping households save money and stay warm and well.

Contact us at sustainabilityteam@wdh.co.uk to see if you are eligible for the service.

There are lots of ways you can save energy at home, even a small change can make a difference and help with your bills. Why not try...

- Turning your heating down by 1°C to save around £80 a year.
- Turning your heating off altogether when the weather turns warmer.
- Switching electrical items off at the plug rather than leaving them on standby.
- Using energy saving light bulbs and switching them off when you leave a room.



Fund for customers facing financial hardship

Last year our **Hardship Scheme** helped over 821 households access £823,000 to support them through extremely difficult circumstances.

If you owe money on your rent due to suffering extreme hardship, or are being impacted by Universal Credit, we may be able to help.

The scheme can also help customers who are under occupying a home but are unable to move to a smaller home due to rent arrears.

If you think you could benefit from our Hardship Scheme, please email CDT@wdh.co.uk or call us on **01977 724464**.

Looking after your home and community



Reporting a repair

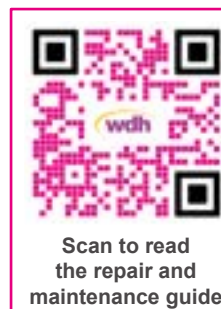
If you need to report a repair the first step is to check the **Repair and Maintenance Guide** on our website (or scan the QR code) to find out which repairs we are responsible for and what you are responsible for.

You can also take a look at our short 'how to' videos to help you complete some common jobs round the house. Just log into your account to watch the videos.

You can report a repair by:

- logging into your online account and following the instructions;
- calling OneCALL on 0345 8 507 507, 24 hours a day, 365 days a year; or
- visiting one of our Hubs.

If you need to report an emergency repair, or something has an immediate health and safety risk to you, your home or your neighbours, please call OneCALL immediately. We aim to respond to emergency repairs within 24 hours.





Stopping mould and condensation

Mould and condensation are not something anyone wants in their home. You can take a few steps to help stop condensation forming and mould growing in your house.

Condensation, the little droplets of water on windows and surfaces, can cause bigger problems if left to settle, such as mould. This can become more of an issue when the temperature starts to drop.

For more advice on how to keep your home free of condensation and mould scan the QR code to watch our new animation.



Scan to watch the video

Don't let condensation settle: wipe it, open it, move it.

- **Wipe it:** wipe away any water or moisture you see on surfaces such as windows, walls or furniture.
- **Open it:** open a window when cooking or when taking a hot bath or shower to let the warm, moist air out. Keep air vents open on your windows and always use an extractor fan.
- **Move it:** move furniture and curtains away from walls and make sure air can circulate in your home so the moist air can escape.

Following these simple steps to keeping your house safe and dry means a healthy home for you and your family. It also helps to make sure you avoid any further repairs work that you may be charged for.



Dreaming of owning a new home?



Make your dream a reality with **Shared Ownership** by WDH.

Shared Ownership helps you get your foot on the property ladder by buying between 10% and 75% of your home and paying an affordable rent on the rest.

This means a smaller deposit, smaller mortgage repayments and the flexibility to increase your shares whenever you're ready, right up to 100%. To find out more about the scheme, scan the QR code.

To browse our available properties, visit www.wdh.co.uk/SharedOwnership



Scan for more information



Sometimes that peace and quiet is disturbed by a small group of people, but we want to help you resolve any issues with continuous nuisance and antisocial behaviour (ASB), so you can live in your home without worry.

There are some situations that can be annoying or inconvenient but that aren't ASB, such as noise from a one-off party, noises from babies crying, or cooking smells. In these instances often the best way to deal with the issue is to have a chat to your neighbour about your worries.

If noise is continuous or there are other more serious incidents, you can report these to us or the Police. In an emergency, you can call the Police by dialling 999, or call 101 to report an incident that isn't an emergency.

If you are experiencing behaviour which causes disturbance or distress, you can report this by:

- completing an ASB complaint form online, search 'WDH ASB form' on our website; or
- calling OneCALL on 0345 8 507 507.

For more information on examples of ASB, visit www.wdh.co.uk/communitysafety

Get involved



We'd love to **keep in touch** so we can share useful information and updates with you.

To get news straight to your inbox, sign up for our monthly e-newsletter, WDH Online, by scanning the QR code, or follow us on Facebook (wdhupdate) or Twitter (@WDHupdate).

Would you like to get more involved in how WDH is run, and help shape our services?

We have a jam-packed menu of opportunities for you to choose from. Whether you'd prefer to share your views from the comfort of your own home or you'd like to be more involved with your local community, we have plenty to tickle your taste buds.

Scan the QR code for more information.

Let us know how you would like to get involved by contacting our Engagement Team. You can email tenants@wdh.co.uk or call **01977 788758**.



It's always nice to hear how we're doing. To share your compliments, or complaints, call OneCALL on **0345 8 507 507** or email **onecall@wdh.co.uk**

