



Your guide to our
**CUSTOMER
CODE OF
CONDUCT**



Railway Housing Association

CUSTOMER CODE OF CONDUCT

We set out our promise to customers in the Customer Services policy and Customer Service Standards leaflet, which explain what you can expect from us.

It is important that this respectful relationship is two-way. This code of conduct explains how we expect to be treated by customers, whether we are meeting face to face, in groups or individually, writing by letter or email, talking on the telephone, or on social media.

Customers are asked to:

- Show staff, our contractors and other customers respect and courtesy
- Treat staff, contractors and other customers as you would like to be treated yourself
- Provide as much information as possible to help us to respond appropriately
- Allow us and our contractors a reasonable length of time to respond
- Keep appointments that have been made
- Answer letters or messages from us or our contractors
- Be reasonable and honest
- Keep children away from areas where contractors are working
- Keep pets under control and away from areas where contractors are working
- Make sure an adult is in your home at all times when repair and maintenance work is carried out
- Work with us to find solutions to any problems
- Let us know if you need a service to be provided in a particular way to meet your individual needs



Customers are asked not to:

- Discriminate against our staff, contractors or other customers on the grounds of age, gender, gender reassignment, race, religion or belief, disability, sexual orientation or marital status
- Smoke when staff or contractors are in your home
- Use abusive, offensive or foul language
- Shout, be aggressive, or make threats
- Be rude or patronising
- Harass or intimidate



Customers are asked not to smoke when staff or contractors are in your home

If a customer breaches this code of conduct we will take appropriate action, which may include:

- Telling the customer why their behaviour is unacceptable and ask them to stop
- Ending a telephone call, meeting or home visit
- Writing to the customer to confirm how they have breached the code of conduct and any action we are taking
- Not corresponding, interviewing or visiting the customer until their behaviour stops
- Recording the incident
- Adding a warning flag to the customer's file
- Excluding the customer from involvement activities
- Excluding the customer from our offices
- Taking legal action

If a customer is considered to be vexatious or unreasonably persistent then we will take action in accordance with our Complaints policy.

Customers may appeal against any action that is taken due to breaching this code of conduct, clearly explaining the reason(s) why they believe that the action is unfair or disproportionate. Appeals will be considered in accordance with our complaints policy and procedure.

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi inde di_er dillerde de temin edilebilir ayrıca görme özürülürin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti _eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک ، لطفاً از یک کارمند سوال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انباریانه به زمانی خواتن ده ست ده که ویت، و یا به شیوه کانی دیکه، له وانه به خه تی گه وره و یا به ده ننگ. نه گه ر پیویسنت به ز انباری زورتر، یارمه تی و یا ناموزنگاری هه یه، تکایه پرسپار بکه له یه کیک له کارمه نده کان. (نه وان کاریکی واده که ن که به زمانی خوت له گه لئا قسه بکه ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گنڈارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (بھاری ہوئی کھائی، ہینڈا شخص کے پڑنے کی کھائی) کی ای ڈی اور ٹیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملہ کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)

Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

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www.railwayha.co.uk

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Registered Social Landlord: A1855 | Registered Charity: 1188450

Member of the Housing Ombudsman Service

