

Alternatively, you may contact either:

United Residents Housing  
The Loughborough Centre  
105 Angell Road  
London SW9 7PD

Phone: 020 7733 9929  
Website: [www.urh.org.uk](http://www.urh.org.uk)  
Email: [enquiries@urh.org.uk](mailto:enquiries@urh.org.uk)

Lambeth Corporate Complaints Manager  
Lambeth Town Hall  
London  
SW2 1RW

Phone: 020 7926 9694  
Fax: 020 7926 0245  
Website: [www.lambeth.gov.uk](http://www.lambeth.gov.uk)  
Email: [complaints@lambeth.gov.uk](mailto:complaints@lambeth.gov.uk)

### Ways to contact us:

Blenheim Gardens RMO  
24 Prague Place  
London SW2 5ED

Phone: 020 7926 0158  
Website: [www.bgrmo.org.uk](http://www.bgrmo.org.uk)  
Email: [blenheimgardens@lambeth.gov.uk](mailto:blenheimgardens@lambeth.gov.uk)

*If you would like this information in large print, Braille, or in another format or language, please contact us on 020 7926 0158.*

**Español:** *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

**Français:** *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

**Português:** *Se desejar esta informação noutra idioma é favor telefonar para 020 7926 0158*

**Twí:** *Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.*

**Yoruba:** *Tí ẹ ba fẹ imoràn yí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*



## Blenheim Gardens RMO Guidance Leaflet

# Customer service charter

in partnership with



Blenheim Gardens RMO staff aims to provide you with the best possible customer service whenever you contact us. This charter contains clear information regarding the level of service you can expect from us.

## What you can expect

- Provide an easily accessible service via a range of means
- Provide clear sign posting to our offices and display accurate opening times
- Make our offices accessible for disabled people
- Keep our reception areas clean, tidy and ensure the information available is up to date
- When you speak with us, we will give you our name, we will be courteous, treat you with respect and offer advice to help
- When you arrive at reception, we will let you know how long you may have to wait if you do not have an appointment. You will not be kept waiting longer than ten minutes to see a member of staff.
- We will see you on time if you have an arranged appointment.
- Our contact details are on display and staff will wear name badges.
- When you phone us, we will answer your call within five rings and take a brief message if the member of staff you require is not available. When we are not in the office, our out-of-hours answer phone service will be switched on, informing you of our opening hours and emergency contact details. We will always return you call by the next working day.
- If an appointment is made we will do our best to see you on time
- Contact you as soon as possible if we are unable to keep an appointment and rearrange it
- Treat all residents fairly and according to their needs
- We will do our best to offer private interviews on request
- Seek your views and comments about improving our service
- Apologise if we make a mistake or get things wrong

- We shall arrange to take calls in other languages if English is not your first language.
- When you send us a letter, fax or email, you will receive a full response within ten working days. If we are unable to reply to your concerns in full, within this period, we will write to you explaining why and confirming when you can expect a full response.
- We shall arrange for letters to be sent in other languages if your first language is not English.
- If you have a complaint, we will try and resolve it for you at point of contact or within ten working days of receiving the complaint. A copy of our complaints procedure is on display in the estate office and online at **[www.bgrmo.org.uk](http://www.bgrmo.org.uk)** If you are unhappy with our response, we can send you information on URH's formal complaints procedure.
- Aim to learn from our mistakes so that they do not happen again
- Keep you informed at all times about progress of any complaints you have made

## How you can help

You can help us to improve our service by:

- Reporting incidents you are unhappy with to the estate office
- By becoming involved in the management of the RMO
- Treat the RMO staff the way you would like to be treated.

If you feel we are not adhering to the standards set up in this charter please contact the estate director on 020 7926 0158 or write to:

Chair of BGRMO  
c/o 24 Prague Place  
Blenheim Gardens Estate  
London SW2 5ED