



southessexhomes

working together

Service Standard

Careline

South Essex Homes – keeping you informed

www.southessexhomes.co.uk

Careline

When you contact us, we will:

- send you a copy of our brochure that gives you details of our services and charges;
- confirm, within 10 days of you asking, a convenient appointment date and time to visit you at home; and
- offer you a free demonstration of the equipment and explain about the service. You do not have to use our service, or rent or buy the equipment, after the demonstration.

When we visit you, we will:

- show you how the equipment works and aim to offer the most appropriate product for your needs;
- fill in the documents if you decide that you want to receive the Careline service;
- record the information you provide about yourself and your contacts, and confirm these details with you;
- tell you about the various payment options, and help you fill in the instructions to your bank if necessary;
- explain the conditions of the lease agreement and ask you to sign the lease document; and

- test the equipment and give you a timetable of dates for the ongoing tests that you will need to do.

When you call us, we will:

- aim to answer your call within 30 seconds;
- greet you politely and clearly;
- aim to provide support and sort out any issues when you first contact us;
- contact your nominated key holders and support agencies in an emergency; and
- keep the information you give us secure and in line with data-protection law.

When maintaining your information file and equipment, we will:

- monitor your calls to make sure that you test your equipment regularly, and contact you to remind you if you forget;
- make sure our engineer responds to you as soon as possible;
- update the information we hold about you after you tell us about any changes; and
- send you a revised copy of the information to confirm that we have made the changes in line with your instructions.

Bengali

যদি আপনার মাতৃভাষায় এই ডকুমেন্টটির একটি কপি পেতে চান অথবা যদি আপনি আমাদের সাথে যোগাযোগ করতে চান তাহলে অনুগ্রহ করে নিচের নম্বরে ফোন করুন। আমাদের টেলিফোন অনুবাদক আছেন যারা আপনার প্রশ্নের উত্তর দিতে পারবেন।

Albanian

Nëse dëshironi një kopje të këtij dokumenti në gjuhën tuaj ose nëse dëshironi të na kontaktoni, ju lutemi telefononi në numrin e mëposhtëm. Ne kemi përkthyes nëpërmjet telefonit të cilët mund t'iu përgjigjen pyetjeve tuaja.

Gujarati

જો તમારે આ દસ્તાવેજની નકલ તમારી પહેલી ભાષામાં જોઈતી હોય, અથવા જો તમારે અમારો સંપર્ક સાધવો હોય, તો નીચે આપેલ નંબર ઉપર કોલ કરો. અમારી પાસે અનુવાદકો છે, જે તમારા પ્રશ્નોના જવાબ ફોન ઉપર આપી શકે છે.

Cantonese

如果你想要一份中文譯本，請撥打以下號碼與我們聯絡。我們有翻譯人員透過電話來解答你的提問。

French

Si vous souhaitez obtenir une copie de ce document dans votre langue maternelle ou si vous souhaitez nous contacter, veuillez téléphoner au numéro indiqué ci-dessous. Nous avons des traducteurs qui peuvent répondre au téléphone à vos questions.



0800 833 160

This document is also available in large print, on audio tape or CD, Braille or on CD rom.

Please contact the number above and this can be arranged for you.

Visit us at **South Essex Homes,**
49 Alexandra Street, Southend on Sea, SSI 1BW

Write to us at **South Essex Homes,**
Cheviot House, PO BOX 5817, Southend on Sea, SSI 9EL
Minicom **0800 833 162**

Telephone us on freephone **0800 833 160**

Email us **customerservices@seh.southend.gov.uk**

Visit our website **www.southessexhomes.co.uk**