



Our Service Standards – our promise to you

Endeavour Housing Association is committed to providing you with excellent services. We have produced our Service Standards so that you know what level of service you can expect to receive from us.

We have involved customers through the Tenants Advisory Panel agreeing our standards, and customers will be involved in monitoring them, to make sure we keep our promises to you.

We will regularly publish the results of this monitoring in our newsletter “Endeavour,” and on our website. We will also review our standards each year to make sure that they continue to reflect what matters to you.

We have a range of standards covering the different services that we provide. For further information on our standards contact our Customer Service Advisors on **01642 796200**, or free phone **0800 9 80 90 50** or visit our website www.endeavourha.co.uk

We want to provide the best service we can. To achieve this we will:

- be polite, courteous and listen to what you have to tell us
- treat you fairly and as an individual
- respect your confidentiality
- provide information that is clear, accurate and appropriate.

How we will keep to our standards:

We will monitor our performance against our standards by:

- publishing results of the monitoring to our Tenants Advisory Panel, on our website and in our newsletter “Endeavour”
- analysing the results on a monthly basis and reporting to Board each quarter
- asking you and other tenants what you think through satisfaction surveys



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Putting things right

We love to hear your views and want you to tell us when we get things wrong so that we can put them right. We'd also like to hear from you if we do something well, so that we can use this to help make our other services even better. If you are not satisfied with our service, please let us know and we will try to sort out your complaint straight away. If you are still not satisfied, please ask for our Complaints leaflet which gives you details about how to complain.

Contact us



01642 796200
0800 9 80 90 50

Telephone



01642 678241

Fax



info@endeavourha.co.uk

Email



In Writing / By
Visiting

Endeavour Housing Association
Endeavour House
St Mark's Court
Thornaby
Stockton-on-Tees
TS17 6QN



www.endeavourha.co.uk

Website



Language Line

Language Line is a service for people who do not speak English. To access Language Line call: **0845 310 9900**

All information we provide is available on request in other formats including:



Large print



Braille



Minority languages



Disc



Audio tape

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Spanish

En caso de que el inglés no sea su idioma de preferencia, favor contactar Endeavour Housing Association, quienes podrán ofrecerle un servicio de traducción sin cargo, al **0800 9 80 90 50 / 01642 796200**.

Portugese

Se o Inglês não é a sua língua preferida, por favor contacte a Endeavour Housing Association, que pode fornecer-lhe um serviço de tradução gratuito, pelo nº. **0800 9 80 90 50 / 01642 796200**

Dutch

Als Engels niet uw taal van voorkeur is, neem dan contact op met Endeavour Housing Association via **0800 9 80 90 50 / 01642 796200**. Zij zorgen dan gratis voor een vertaling.

Kurdish

0800 9 80 89 50 / 01642 796200 فۆنۆی له ته رۆنگای ژماره له ، تکایه زمانۆی ئینگلیزی نییه ر ئۆگریتان به گه ئه وه کانۆی به تکاریه تاکو خزمه Endeavour Housing Association ن به ندى بکه یوه په 01642 796200 شتان بکات رگۆران پئشکه خۆرایۆ

Urdu

0800 سے Endeavour Housing Association ربانۆی اگر انگریزی آپ کی ترجیحی زبان نہی، تو برائے م پر رابطہ کریں، جو بال معروضہ ترجمہ کی خدمت فراہم کر سکتی ہے۔ **0800 9 80 90 50 / 01642 796200**

Farsi

0800 9 80 90 50 / 01642 796200 اگر انگلیسی زبان مطلوب برای شما نیست، لطفاً از طریق شماره تلفن انتیاریب ناگیار تروص هب همچرت تامدخ هئارا ناکم ات دیریگب سامت Endeavour Housing Association با دوش مهارف.

Bengali

hw` BsfiwR Avcbvi cQf`i fvlv bv nq, AbyMÖn Kfi Endeavour Housing Association-†K
0800 9 80 90 50 / 01642 796200 b^fi †hvMv†hvM Kiæb, hviv webvg~†j` Abyev` cwi†lev cÖ`vb Ki†Z
cv†i

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Chinese Simplified

如果英语并非您所习惯于使用的语言,那么请致电 **0800 9 80 90 50 / 01642 796200**

与'全力住房协会(Endeavour Housing Association)'联系,本机构将能够为您提供免费的翻译服务。

Somali

Haddii Ingiriisigu uuna ahayn luqadda aad doorbideyso, fadlan la soo xiriir Endeavour Housing Association, oo kugu siin karta adrrg tarjumaad lacag la'aan, kana soo was **0800 9 80 90 50 / 01642 796200**.

Punjabi

ਜੇ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਸੰਦ ਦੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਐਂਡੇਵਰ ਹਾਇਸਿੰਗ ਐਸੋਸਿਏਸ਼ਨ ਨਾਲ **0800 9 80 90 50 / 01642 796200** ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ, ਜੋ ਮੁਫਤ ਅਨੁਵਾਦ ਸੇਵਾ ਦੇ ਸਕਦੇ ਹਨ।

Arabic

إذا كانت الإنجليزية ليست لغتكم المفضلة يرجى الاتصال بجمعية إندوفر للإسكان على الهاتف رقم **0800 9 80 90 50 / 01642 796200** وسوف يوفرنا لكم ترجمة مجانية.

French

Si l'anglais n'est pas votre langage de choix, veuillez contacter Endeavour Housing Association au **0800 9 80 90 50 / 01642 796200**, qui vous offer un service de traduction.

Traditional Chinese

若您不擅於使用英文溝通,請聯繫 Endeavour 住房互助協會(Endeavour Housing Association)以便安排免費翻譯服務,聯絡電話是 **0800 9 80 90 50 / 01642 796200**

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