



"Providing high quality homes & services that put people first"

Our Service

Complaints & Concerns

MHA's Mission Statement

"To provide **high quality homes & services** that put **people first**"

Please contact the **Corporate Services Team** on **01495 761104**, if you require this document in PDF, large-print, Welsh or any other language, braille or audio format.



Monmouthshire Housing
Tai Sir Fynwy

Introduction

Monmouthshire Housing Association is committed to dealing effectively with any complaints you may have about our service.

It is recognised that complaints are an inevitable part of any business and MHA welcomes complaints as they are a valuable form of feedback which can inform improvements to service performance. If we get something wrong, we will apologise and put things right.

Have you contacted us yet?

If you are approaching us for a service for the first time, (e.g. reporting a general repair), you should first give us a chance to respond to your request. If you make a request for a service and are not happy with our response, you will be able to make a complaint.

A complaint is defined as “an expression of dissatisfaction by anyone, about any aspect of the service we have committed to and not provided”.

If you wish you can ask somebody to make the complaint on your behalf.

Stage 1

If possible, we believe it’s best to deal with things straight away rather than try to sort them out later. If you have a concern, raise it with the person you’re dealing with. He or she will try to resolve it for you there and then, if it requires an investigation, we will aim to fully investigate it within 10 working days

Stage 2

If we have tried to resolve your complaint informally and you are dissatisfied with the outcome, then you may request a formal investigation. We will deal with your complaint in an open and honest way and make sure that your dealings with us in the future do not suffer just because you have made a complaint

Our Service

If you request a formal investigation, we will:

- Contact you within 2 working days to discuss your complaint and talk you through the process
 - We will assign an investigating officer who will be your main point of contact and write to you formally with their contact details
 - They will then contact you to introduce themselves and to discuss your complaint
 - We will aim to resolve complaint as quickly as possible and expect to deal with the vast majority within 20 working days. If it is more complex and may take more time, the Investigating Officer will contact you to discuss this and agree an amended timescale with you
- We will let you know what we have found and if we find that we got it wrong, we'll tell you what happened and why and aim to put it right. If we got it wrong, we will always apologise

Still Not Happy?

The Public Services Ombudsman for Wales is independent of all government bodies and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- Have been treated unfairly or received a bad service through some failure on the part of the body providing it
- Have been disadvantaged personally by a service failure or have been treated unfairly

The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:

Phone: 0300 790 0203

Email: ask@ombudsman-wales.org.uk

Website: www.ombudsman-wales.org.uk

Writing to: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ There are also other organisations that consider complaints.

There are also other organisations that consider complaints. For example, the Welsh Language Board about services in Welsh. We can advise you about such organisations.

Our Service

If we do not succeed in resolving your complaint, you may also raise the issue with the Leasehold Valuation Tribunal or the Public Services Ombudsman for Wales. Details of the Ombudsman are listed on the next page. The Leasehold Valuation Tribunals are part of the Welsh Government and provide an accessible and relatively informal way to resolve residential leasehold disputes. Each LVT usually consists of three members: a lawyer, who is often the chairman, a valuer and a lay person. The LVT is entirely independent and impartial in its approach.

The Leasehold Valuation Tribunal will deal with disputes about:

- Leasehold
- Leasehold service charges
- Leasehold enfranchisement including lease extension for houses and flats
- Tenants' associations

You can contact The Leasehold Valuation Tribunal by:

Phone: 03000 252 777

Email: rpt@gov.wales

Fax: 03000 256 146

Website: residentialpropertytribunal.gov.wales/

Writing to: The Residential Property Tribunal Wales, Oak House, Cleppa Park, Celtic Springs, Newport, NP10 8BD

How to Contact us

General

If you have a query regarding your home, leasehold or service charges or would like to report problems with anti-social behaviour or a neighbourhood issue please contact your leasehold officer by calling our Head Office at Mamhilad on: **0345 677 2277** (local call rate).

Freephone Repairs

Hotline (Inc. emergency out of hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on **0800 980 7751** or **01495 761143** (from a mobile)*

**Calls to our 0800 number may cost you more than the 01495 numbers if you are calling from a mobile phone.*

Live Chat

Click the link on our website to talk to a member of our Customer Service Team.

Email

You can also contact us via email: **leasehold@monmouthshirehousing.co.uk** We aim to respond to emails within 3 working days.

Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at: **www.monmouthshirehousing.co.uk**

Facebook**

www.facebook.com/Monmouthshire.Housing

Twitter**

www.twitter.com/mon_housing

***Social media accounts are not monitored 24 hours a day. To report repairs please use our hotline number **0800 980 7751**.*

Useful Contacts

MHA's Main Office: **0345 677 2277**

Repairs Helpline: **0800 980 7751**

TV Licence: **0300 790 6131**

Council Tax: **01633 644630**

Homemakers: **01873 857 618**

Leasehold and Service Charge officer:
leasehold@monmouthshirehousing.co.uk

Utility Companies

Welsh Water: **0800 052 0145**

SSE/Swalec: **0345 071 3994**

British Gas Emergency: **0800 111 999**

Useful Websites

Our Website: **www.monmouthshirehousing.co.uk**

MCC's Website: **www.monmouthshire.gov.uk**

TV Licensing: **www.tvlicensing.co.uk**



Monmouthshire Housing Association



0345 677 2277



customerservices@monmouthshirehousing.co.uk



www.monmouthshirehousing.co.uk



Monmouthshire Housing Association

Nant-Y-Pia House, Mamhilad Technology Park

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the MHA website.