

# Getting involved

## How YOU can influence our services

County Palatine takes the views of its customers very seriously—it is for this reason that we offer a wide range of options for you to tell us what you think about our services.

The plans to improve our services that are set out in this leaflet are the direct result of talking and listening to our customers.

If YOU want to influence future reviews of our services here is what you can do: -

**Write or contact us by telephone if you have a good idea to improve our services**

**Complete questionnaires we send you about our services—we will pay for the postage!**

**Join our Customer Panel—we will contact you by telephone to hear your views on new ideas to improve our services**

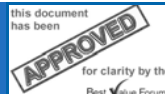
**Join our Best Value Forum to discuss our services in detail—meetings are held regularly at 6pm**



County Palatine Ltd, Turner House, 56 King Street, LEIGH, WN7 4LJ

Tel (01942) 608715

www.countypalatine.co.uk info@countypalatine.co.uk



county  
palatine

## Making our services better

Best Value

May 2001

## Neighbour Nuisance

Number 3 in a series of leaflets setting out our plans to improve our services

Also available: 1 rent / service charge collection and recovery  
2 responsive repairs

### What is this leaflet?

This leaflet contains County Palatine's Service Statement and improvement timetable for our neighbour nuisance service. It sets out the type of service we aim to provide our customers and contains a plan for improving the service over a three year period.

This document is the result of a Best Value Comprehensive Service Review which took place between March 2001 and June 2001.

### What is Best Value?

The government requires all organisations that receive money from it to regularly review how they do things and to try to make continuous improvements to their services. They call this requirement "Best Value".

The aim is to provide value for money services that learn from the good ideas and practices of other companies and listen to the demands of the people who receive them—our customers.

This leaflet is available on tape or in other languages on request

یہ ڈاکیومنٹ دوسری زبانوں میں بھی دستیاب ہے، اگر آپ کو اس کی کاپی چاہی تو براہ کرم ہمیں اطلاع دیں۔  
اس ڈاکیومنٹ کی کاپی دوسری زبانوں میں بھی دستیاب ہے، اگر آپ کو اس کی کاپی چاہی تو براہ کرم ہمیں اطلاع دیں۔



We are doing our best to help tackle the misery of neighbour nuisance

### Want to know more?

This leaflet summarises the outcome of a detailed review of our service—for more information contact our Policy & Research Manager ☎ (01942) 608715.

## Contents

**Page 2 Service statement**—the type of service we aim to provide

**Page 3 Improvement timetable**—our plans to get better

**Page 4 Getting involved**—how you can influence our services

# Service statement

## The type of service we aim to provide

### Background

We believe that everyone has the right to enjoy life in their own way provided that they do not adversely affect people living near them.

Neighbour nuisance when it occurs however is a serious problem that can make life a misery for other residents.

The Association can and will take legal action against some types of nuisance that may be experienced by our residents.

### Aim

Our aim is, in the first instance, to try to prevent neighbour nuisance occurring but when it does happen, to ensure that our staff react swiftly and fairly to complaints.

We aim to be clear about what we can and cannot achieve in response to complaints of nuisance, offer alternatives to legal action and ensure that complainants are kept well informed about the efforts our staff are making to deal with the problem.

### Our services

To achieve this aim we will: -

- Ask for references for all potential new tenants where possible
- Ensure that all new tenants are informed about the Association's policy on neighbour nuisance at the time of sign-up
- Regularly advertise the Association's policy on neighbour nuisance in resident newsletters
- Provide a range of fact sheets explaining how residents can tackle neighbour nuisance
- Provide residents with free access to an independent mediation service to help resolve disputes between neighbours
- Operate best practice procedures to deal with complaints of neighbour nuisance

- Monitor cases being dealt with under the procedure
- Ensure that complainants are kept well informed about progress
- Take legal action against perpetrators of nuisance where appropriate
- "Reality check" our service by conducting an annual survey of customers

### Our targets

1. Every year, we will survey customers who have used our service and aim to achieve the following findings: -

- 90% of complainants met by staff
- 100% of complainants given a copy of our policy and procedure
- 60% of complainants feel they were "contacted enough" by our staff

# Improvement timetable

## Our plans to get better

	2000/01	2001/02	2002/03	2003/04
1. Introduce independent mediation service	_____			
2. Introduce new "best practice" procedures		_____		
3. Introduce IT monitoring system to keep track of progress with complaints		_____		
4. Consider including better monitoring system when IT systems are upgraded				_____
5. Introduce new leaflets / fact sheets for residents		_____		
6. Review need for further staff training		_____		
7. Review solicitors		_____		
8. Monitor performance against targets via annual survey		_____		
9. Advertise approach to neighbour nuisance in newsletter at least once a year		_____		
10. Continue efforts to work closely with other agencies (such as the police)	_____			