

PINE COURT HOUSING  
ASSOCIATION



*OUR*  
**CUSTOMER OFFER**  
2024-2025

**松園地方準則**  
2024-2025

# INTRODUCTION

## 簡介

In developing our offer, we used customer feedback from telephone and postal surveys, as well as formal and informal complaints.

We also consulted with our Customer Empowerment Panel and included their feedback to improve our offer to you.

在展開這個準則時，我們已經在這些年通過一些渠道如正式和非正式的投訴、電話、郵寄調查來作諮詢。

我們也諮詢過我們的住戶授權小組包括來自他們的回饋意見。



## OUR TEAM

Introducing the representatives for your neighborhood.

### Housing Officers

As a Pine Court Housing Association customer, you will have a named Housing Officer who can help you with:

- Rent and service charge account issues
- Moving home
- Neighbourhood issues such as anti-social behaviour, flytipping, graffiti etc
- Becoming an Involved Customer

Your Housing Officer is also responsible for:

- Managing empty properties
- Letting homes in your neighbourhood
- Neighbourhood walkabouts - where you're encouraged to tell us about environmental issues in the area
- Contacting you to confirm your personal details - to keep our systems up to date and accurate

## 團隊

介绍你的鄰里代表

### 房屋主任

每個人住在松園房屋都會有一位指定的房屋主任，他的工作是識別和解決在您的鄰里環境問題，例如反社會行為、棄置垃圾、塗鴉、青少年問題、違反租約及其他對鄰里有不良影響的問題。

您的房屋主任還負責在您的鄰里管理空置物業及出租房屋，他與我們的物業服務團隊緊密合作，以確保這些房屋盡快地出租。

您的房屋主任也領導屋苑探訪計劃，並鼓勵住戶參與，幫助我們找出需要改善的地方。住戶也多次參與這探訪計劃。

在來年及以後，這些探訪計劃將會編制成為年度家訪，並由您的房屋主任進行，這使保證我們的資料系統能夠幫助我們調整服務，以滿足您的需求，確保資料最新和最準確的。我們也可以為您提供諮詢和援助，這包括房租、參與我們或搬遷等問題。

您的房屋主任還負責處理您的租金和服務費等問題。

### Housing Assistants

Our Housing Assistants will be your first point of contact and will process any rent account queries and repairs and maintenance requests.

Our Housing Assistants provide housing and administrative support to the team, deal with customer inquiries and also provide general re-housing advice to applicants, including processing housing application forms and allocating our void properties.

They also offer a bilingual service (Chinese and English) with regular interpretation and translation to ensure our customers have full access to our services.

### Chung Hok House

Chung Hok House is our Retirement Scheme for the elderly and our staff provide advice and assistance to the residents at the scheme.

They also carry out property management duties including risk assessments, scheme checks, and supervision of communal services such as communal cleaning and grounds maintenance.

Our staff also co-ordinate and supervise repairs and maintenance services and deal with environmental issues at Chung Hok House.

### 房屋助理

我們的房屋助理提供房屋和行政支援給我們的團隊，處理客戶諮詢，並為申請人提供全面的房屋申請建議，包括處理房屋申請表和分配我們的空置物業。我們的房屋助理是最先接觸的員工，並處理任何維修和保養。我們的房屋助理提供雙語服務（華語和英語），並定期解釋和翻譯，以確保我們的客戶有同等的機會得到我們的服務。

### 松鶴樓

松鶴樓是我們的長者庇護屋苑及獨立生活屋苑主任提供諮詢和支援服務給住戶，屋苑主任還進行屋苑管理的職責：包括風險評估、屋苑檢查和監察公共服務：如公共清潔和場地保養。屋苑主任還協調監督維修和保養的服務，處理涉及有關松鶴樓環境的問題，並提供雙語服務（華語和英語），並定期解釋和翻譯，以確保我們的住戶有機會獲得我們的服務。



## INCOME MANAGEMENT

The rent you pay us for your home allows us to invest in your neighbourhood, carry out repairs to your home and improve the environment in which you live.

We will collect all rent owed in a fair manner, offering advice and support to customers where necessary. We will inform you of any arrears on your account and will offer support and advice to clear arrears over a reasonable period.

We will help you to access financial and welfare benefits and advice and where appropriate, identify services that may be beneficial to our customers.

We will provide advice around fuel poverty and work to reduce your customers bills through energy and lifestyle advice.

Please contact us should you wish to discuss your rent or receive any support or advice relating to your finances.

## 收益管理

您支付給我們的租金，使我們能夠投放資源在您的鄰里、進行維修和改善您家居環境。我們將會公平地收取欠租及在必要時提供建議和支援住戶。

您的房屋主任會通知您的帳戶任何欠款，並會提供支援和建議，以及在合理的時間償還。所有租戶會收到每季的租金帳單，並列明所有收費和付款。

我們將會協助住戶獲取應有的財務服務和建議，及適當地選擇有利於我們的住戶服務。

我們將提供燃料貧困的建議，以減少住戶的燃料賬單和生活方式的建議。

如果您想商討您的租金或想得到有關財務服務或燃料貧困的任何支援或建議，請聯繫您的房屋主任。



## QUALITY OF ACCOMMODATION

We take pride in the quality of homes we offer.

### We will ensure that:

- We adhere to our published timescales for responsible repairs e.g. emergency (response within 24 hours), and any other repair (offer appointments within 10 days)
- All new tenants are inducted into their new home and given all information they need to ensure that the tenancy is given the best possible start
- All equipment we provide such as lifts, fire equipment and emergency lighting will be regularly inspected, maintained and serviced
- Our homes are clean and safe when you move in and they are maintained and repaired to a good standard throughout
- We provide an Energy Performance Certificate and advice about energy efficiency
- We consider adaptations to enable our customers to remain living independently
- All our homes continue to meet the Decent Homes Standard as set out by the Government
- All of our homes with gas heating will have an annual gas safety check your tenancy

## 住宅質量

我們以提供優質的房屋引以為榮。

### 我們會確保:

- 所有我們的物業達到政府的優質房屋標準。
- 所有使用煤氣的熱水爐進行年度煤氣安全檢查。
- 所有提供的設施:如電梯、消防設備和緊急照明將有進行定期檢查、維修和保養。
- 所有新的租戶都有新屋簡介，並給予他們所需的資料和租賃開始的日期。
- 當您入住時，我們的物業是整潔和安全。在整個租賃期間，我們有一個良好的維修和保養標準。
- 提供能源效證書 (EPC) 和節能諮詢。
- 附上我們公開的維修時間表，如緊急維修 (2小時回應，並在24小時內修補，任何其他維修在10個工作天內預約)。
- 斟酌支援設施，使住戶能夠保持獨立生活。

## ESTATE SERVICES

We strive to ensure our neighbourhoods are inviting places to live that you'll be proud to call home.

### We aim to:

- Ensure clean, attractive neighbourhoods and encourage residents to recycle
- Work with the community and community groups to improve the appearance of our schemes
- Ensure animals do not cause environmental damage or nuisance on our schemes and refer infestations to local council's Pest Control Service (pets are only allowed to be kept by tenants with our prior permission)
- Identify those responsible for unauthorised fly tipping/dumping and environmental damage and take appropriate action against them
- Make sure all our residents living in general needs flats with communal stairs and landings (not sheltered housing), receive a service tailored to that particular scheme
- Work with residents and other agencies to help ensure tenancies are successful and sustainable
- Ensure that any car parks that we are responsible for are managed fairly and any car parking issues e.g. abandoned cars are addressed efficiently

## 屋苑服務

我們努力讓我們的社區變成誘人的居所，你將驕傲的稱它為“家”。

### 我們宗旨是：

- 保持整潔，優化鄰里和鼓勵環
- 與社區和社區團體合作，突出我們在區內的屋苑
- 確保動物不會造成環境破壞或滋擾我們的屋苑，並把昆蟲侵襲交由當地政府的滅蟲服務小組處理（住戶的寵物先要經松園允許，才可領養）
- 經許可亂扔垃圾和非法傾倒廢物及環境破壞者，對他們採取適當行動
- 確保我們對所有住在一般擁有公共樓梯通道（非庇護屋苑）的屋苑制訂不同需要的服務
- 與居民和其他機構合作，以確保租賃更成功及更有持續性
- 們公平地管理所有負責的停車場及處理有關停車場的問題，如：高效率地處理遺棄車輛



## COMMUNITY SAFETY & ANTI-SOCIAL BEHAVIOUR

The safety and security of our neighbourhoods and customers is very important to us.

Our dedicated anti-social behaviour (ASB) officers provide an accessible ASB service which aims to swiftly tackle the problem. They work closely with our partners including the police and the local council to resolve ASB issues.

Without information and evidence provided by customers, it's difficult for us to tackle ASB problems. Please contact us if you are suffering from ASB or know of issues in your area, the information you give us will be kept confidential and you can remain anonymous.



## 社區安全及反社會行為

我們非常重視社區和住戶的安全和保障。

若您家附近需要大量反社會行為 (ASB) 的工作，我們可以從集團的反社會行為小組調配專員提供反社會行為服務，他們的宗旨是以迅速應對反社會行為；他們將與我們的合作夥伴包括警察和當地市政府一起處理來達到目標。

如果您和我們的住戶不能夠提供有關的資料和證據，我們無法解決及處理反社會行為。

如果您遇到反社會行為或知道所在的地區有問題需要解決，請與我們聯繫。您提供給我們的資料將會保密，您也可以保持匿名。

### The types of ASB that we will deal can include:

- Hate crime
- Domestic abuse
- Noise nuisance
- Pets
- Drug issues
- Alcohol issues
- Criminal damage
- Flytipping and graffiti

### Tools we use to tackle ASB, including:

- Mediation
- Warnings
- Acceptable Behaviour Contracts
- Security Measures
- Eviction
- Injunctions
- Criminal Behaviour Orders
- Witness and victim support

### 我們處理反社會行為非常廣泛和多類型，其中包括：

- 仇恨罪行
- 家庭暴力
- 噪音滋擾
- 寵物
- 毒品問題
- 醇酒問題
- 青少年問題
- 刑事毀壞
- 棄置垃圾和塗鴉

### 我們會使用多樣化的法律和非法律的工具來解決反社會行為，其中包括：

- 禁制令
- 犯罪行為令
- 驅逐
- 警告
- 良好行為協議
- 調解
- 保安措施

# COMMUNICATION

Our trained staff are ready to help with your enquiry.

## Telephone Contact

When we answer the phone, we will:

- Say a greeting suited to the time of day
- Give our company name
- Ask you if there is 'anything else we can help you with today?' at the end of the call

## Telephone 'employee manner'

- We will have a helpful approach
- We will be polite and courteous
- We will be efficient
- We will be well informed

## Telephone 'call back'

We will endeavour to resolve an issue if the person you want to speak to is unavailable. Alternatively we will take a message and call you back by the next working day.

## Out of hours service

We will provide an 'out of hours' service to deal with any emergency repair requests and reports of antisocial behavior.

## My Account

Report repairs, make payments and view your accounts online with our free and easy-to-use My Account service. Sign up at [pinecourt-housing.org.uk/my-account](https://pinecourt-housing.org.uk/my-account)

- We will help you to understand information in documents and letters, and will provide interpreters when needed. As a matter of course we will provide interpretation for Cantonese and Mandarin speakers
- We will wear a name badge and carry ID when visiting you at home
- We will make an appointment for you if staff are not immediately available to deal with your query
- We will let you know immediately if your appointment has been changed or cancelled
- We will be sensitive to your needs and not discriminate against residents due to their age, disability, gender, race, sexual orientation, marital status or religion
- We will acknowledge any correspondence you send us within three working days and respond to your complaints, letters or emails within ten working days.



## 聯繫

我們訓練有素的工作人員已經準備好協助您的查詢。

### 電話接觸

- 我們將會在12秒內回答電話，我們的工作人員會給您他們的名字
- 我們會說合適時間的問候語
- 給予我們公司的名稱
- 在通話結束時，工作人員會詢問“今天還有什麼可以幫到您嗎？”

### 電話“員工禮儀”

- 我們會樂於助人
- 我們會有禮貌和殷勤
- 我們會有效率
- 我們會積極了解

### 電話“回覆”

如果您需要找的人不在，我們將致力協助解決問題；此外，我們會記錄留言及在24小時內回覆您的電話。

### 非辦公時間服務

我們將提供‘非辦公時間’服務，處理任何緊急維修和反社會行為。

- 我們會提供其他語言，大字體，盲文或錄音帶的信息，並在需要時將提供口語翻譯，這當然包括粵語和普通話。
- 如果工作人員沒有立即處理您的查詢，我們會為您預約。
- 如果您的約會已更改或取消，我們會立刻讓您知道。
- 我們會理解您的需求及不會對住戶歧視，基於其年齡，殘疾，性別，種族，性取向，婚姻狀況或宗教。
- 我們將在三個工作天內確認您向我們發送任何信件，並在十個工作天內回覆您的投訴、信件或電子郵件。

## COMPLAINTS 投訴

While we try to make sure that we do everything right first time, sometimes we get things wrong and you may wish to make a complaint.

Although we try to ensure that our customers don't feel that they need to make a complaint we welcome them as they give us an opportunity to improve our services. Your feedback will help us do things better next time.

We would recommend that you talk to us first by contacting the Officer who dealt with your initial enquiry. They will try to resolve your complaint at that stage. If you still feel aggrieved you can make an official complaint.

We will acknowledge your complaint within three working days and give you a full response within ten working days.

You can find our full complaints policy at [pinecourt-housing.org.uk](http://pinecourt-housing.org.uk)

We will use feedback from our tenants to improve our services.

雖則我們竭盡所能確保所有事情處理得最好，但有時也會出錯，您不妨提出投訴。

儘管我們確保住戶不需要作出投訴，但我們歡迎投訴，並給予機會我們改善服務。您的回饋將會使我們在下次做得更好。

我們建議您初步先與我們的工作人員聯繫，他們會盡量在這個階段解決您的投訴。如果您還覺得不滿意，您可以作出正式投訴。

我們將在3個工作天內確認您的投訴，10個工作天內給您全面回覆。

您可以在[pinecourt-housing.org.uk](http://pinecourt-housing.org.uk)找到我們投訴的政策

我們將會運用住戶的回饋改善服務。



You can make an official complaint, in the following ways:

- Call us on **0151 709 6878**
- Write to us at 1 Nelson Street, Liverpool, L1 5DW
- Pass your complaint to a member of staff
- Email us at [contactus@pinecourt-housing.co.uk](mailto:contactus@pinecourt-housing.co.uk)
- Through My Account [pinecourt-housing.org.uk/my-account](http://pinecourt-housing.org.uk/my-account)
- Fill in the online form on our website [pinecourt-housing.org.uk](http://pinecourt-housing.org.uk)

您可以在以下幾個方式作出正式的投訴

- 致電給我們**0151 709 6878**
- 寫信給我們1 Nelson St, Liverpool, L1 5DW
- 把您的投訴告知工作人員
- 發送電子郵件給我們：  
[contactus@pinecourt-housing.co.uk](mailto:contactus@pinecourt-housing.co.uk)



## CUSTOMER EMPOWERMENT

We are committed to making sure that our customers have every opportunity to get involved and to play their part in shaping and improving the services we deliver.

### Customer Empowerment Panel

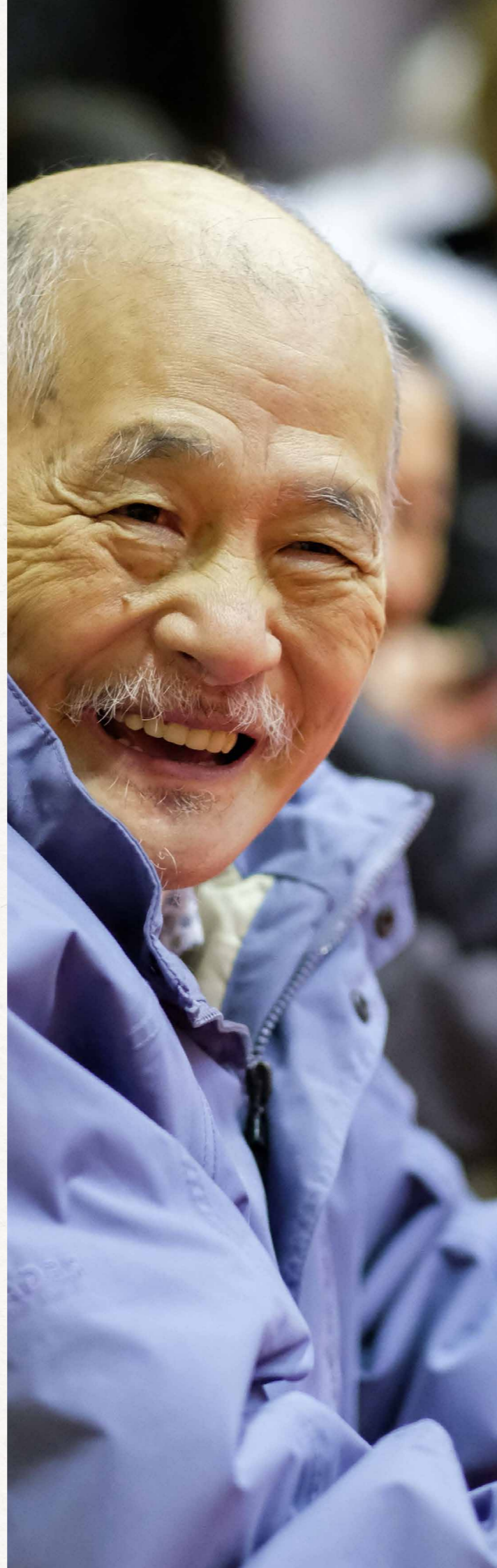
We have a panel of tenants that review our services, policies, procedures and performance information.

Our Customer Empowerment Panel (CEP) meet regularly to look in detail at particular areas of our business such as ASB, Lettings, Income Management, Complaints process and Resident Involvement. Members of this Panel help us shape, influence and improve the services we deliver.

The CEP also reviews applications to the Community Development Fund and decides the recipients of the Fund.

As a CEP member we would send you an agenda pack in advance of your meeting to ensure you are well informed and can digest the information prior to the meeting.

If you are interested in getting involved, please inform the office on **0151 709 6878** or email [contactus@pinecourt-housing.co.uk](mailto:contactus@pinecourt-housing.co.uk)



## 住戶授權

松園房屋協會承諾住戶會有充分的機會參與，並發揮其作用，塑造和改善我們提供的服務。

### 住戶授權小組

我們有住戶授權小組來檢查松園的服務、規則、程序和業績資訊。

我們的住戶授權委員會 (CEP) 仔細觀察我們運作中的服務，如反社會行為、租賃、收益管理和居民參與。

這個小組的成員將幫助我們塑造、影響和改善我們提供的服務。住戶授權小組將每月舉行會議，討論業績，並分享關於松園不同服務的意見和見解，以確定改善的地方。我們會在會議前寄一個議程給小組會員，以確保他們得到通知並可以事先了解會議的資料。

如果您有興趣加入，請通知松園辦事處 0151 709 6878 或電郵 [contactus@pinecourt-housing.co.uk](mailto:contactus@pinecourt-housing.co.uk)



**of involvement to suit your needs and the amount of time you may have available:**

- **High level** – e.g. Customer Empowerment Panel
- **Medium level** – e.g. Tenant and Resident Associations and Tenant Inspectors.
- **Low level** – e.g. Estate Walkabouts and local meetings and events

**我們誠意邀請住戶參與，不論多與少，我們開發了三個參與的層次，以滿足住戶的要求和適合的時間：**

- 高層次 - 例如: 客戶授權小組
- 中層次 - 例如: 住戶和居民組織
- 低層次 - 例如: 屋苑探訪及參與當地議會和活動

## MONITORING OF OUR LOCAL OFFER

This our offer to you and we want you to be able to review our progress, influence expenditure and shape what we do in your neighbourhood.

### 監察地方準則

這是您的地方準則，我們希望您能夠監察此準則的進度，影響支出和塑造我們在您的社區的工作。

**If you would like any further information relating to Our Customer Offer, please do not hesitate to contact us:**

- Call us on **0151 709 6878**
- Write to us: 1 Nelson Street, Liverpool, L1 5DW
- Via our website: [pinecourt-housing.org.uk](http://pinecourt-housing.org.uk)
- Email us: [contactus@pinecourt-housing.co.uk](mailto:contactus@pinecourt-housing.co.uk)



如果您希望獲得更多有關於準則的資料，請不要猶豫地與我們聯繫；

- 致電給我們—0151 7096878
- 寫信給我們1 Nelson Street, Liverpool, L1 5DW
- 通過我們的網站- [pinecourthousing.org.uk](http://pinecourthousing.org.uk)
- 發送電子郵件給我們：  
[contactus@pinecourt-housing.co.uk](mailto:contactus@pinecourt-housing.co.uk)

If you need assistance understanding the information in this document, please contact us on **0151 709 6878**.

### **Chinese**

如果您需要幫助了解本文檔中的信息，請致電 0151 709 6878 與我們聯繫。

### **Lithuanian**

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel 0151 709 6878.

### **Polish**

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem 0151 709 6878.

### **Portuguese**

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do 0151 709 6878.

### **Russian**

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону 0151 709 6878.

### **Turkish**

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın 0151 709 6878.



Pine Court Housing Association  
is part of The Sovini Group

We're proud to hold a number of awards and accreditations which demonstrate our commitment to creating a better future for our colleagues, customers and communities.

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