

Customer Service Standards

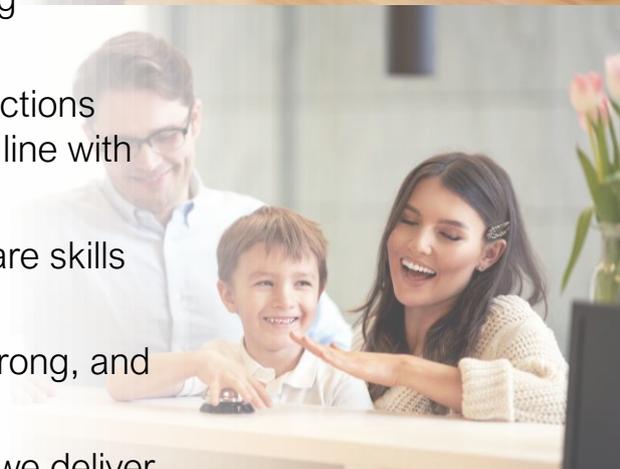
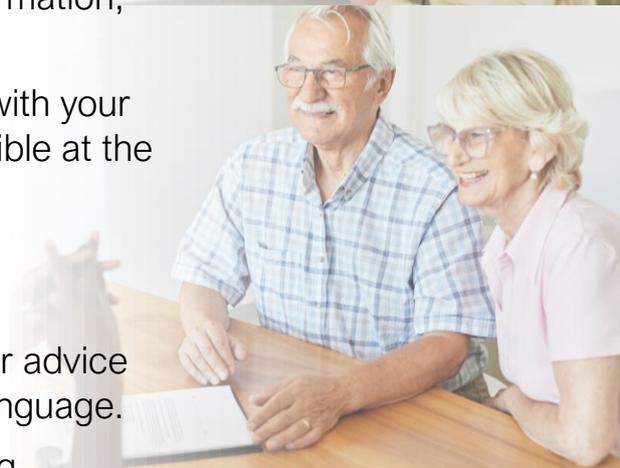
Our commitment to you

We will

- Treat you fairly, with respect and in a professional manner.
- Be polite, honest and courteous at all times.
- Ensure, by listening to you, that your needs are identified and understood.
- Provide accurate and comprehensive updates or information, as required.
- Make sure that someone takes responsibility to deal with your enquiry so we can resolve as many enquiries as possible at the first point of contact.
- Boost accessibility to services, by providing you with different ways of getting in touch.
- Offer user-friendly services by providing information or advice which is concise, accurate, jargon free and in plain language.
- Provide translation or interpretation services (including alternative formats), when required.
- Accurately record all updates, correspondence and actions within our tenancy file (ensuring information is kept in line with data protection/retention legislation/policies).
- Make sure our employees have excellent customer care skills to deliver our services.
- Be honest, tell customers when we have got things wrong, and try to make things right.
- Use any feedback you provide to shape the services we deliver.

We expect our customers to

- Treat our employees with courtesy, dignity and respect.
- Give us information we need to help you.
- Keep appointments made or contact us to arrange a suitable alternative.
- Provide us with your views and suggestions on how to improve our services.



Visiting our offices or community facilities, we will:

Provide comfortable and accessible facilities, including private rooms for confidential / sensitive discussions and access to welfare facilities.

Ensure the location is open during the published operating hours. Communicate, in advance, any changes to these standard hours.

Welcome you to the facility, quickly establish the reason for your visit and arrange for the relevant employee to respond to your query.

Keep your waiting to a minimum and keep you informed if there is a delay in arranged appointments.

On the telephone, we will:

Answer telephone calls as promptly as possible and provide an answerphone service for periods of closure (and provide an out of hours emergency repairs reporting line).

Provide options to allow for customer to select the correct department and option to speak to a specific employee.

Where necessary, take clear messages for relevant employees (and respond to queries by the following working day).

By letter or email, we will:

Contact you within 5-working days to discuss your query or where possible provide an outcome.

Ensure correspondence is passed onto the relevant department or employee for action.

For emails, ensure an up to date 'out of office' message is on for absent employees.

Visiting your home, we will:

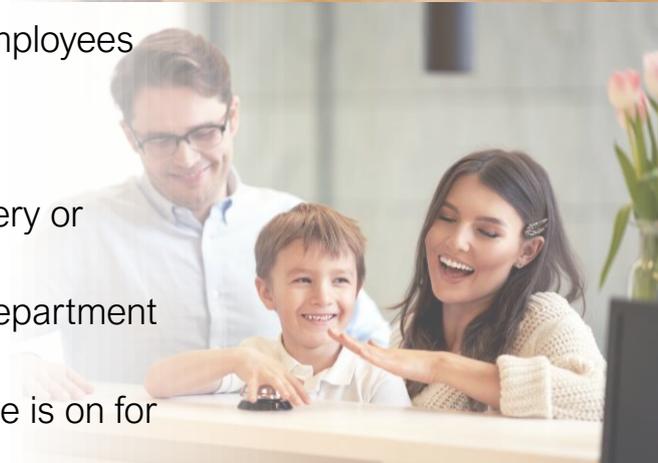
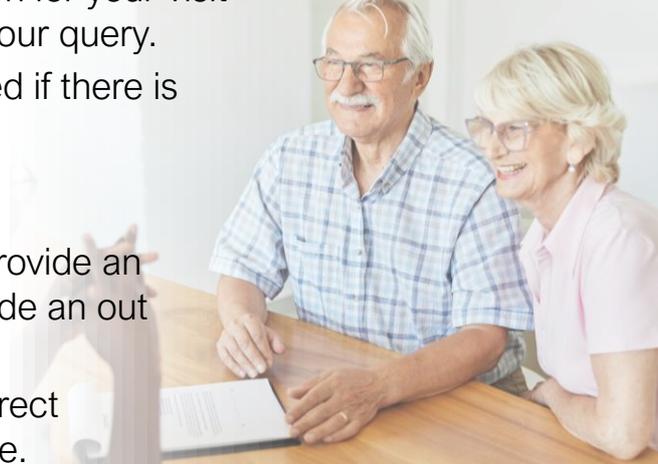
Let you know when we are visiting and reason for the visit.

Arrive promptly for a pre-arranged appointment or telephone to advise of any change.

Ensure all employees are easily identifiable (i.e. ID badges).

Provide you requirements for the visit in advance (e.g. dogs kept in separate room).

Provide outcome of visit within 5-working days.



Happy to translate | Możemy przetłumaczyć | Раді
перекладати | Ni Fahari kutafsiri | अनुवाद करके खुशी
हुई | ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ | 乐意翻译 | حن سعءاء لتقديم