

## Our promises to you

### Our Service Standards

**We aim to provide you with high quality services and information. This leaflet sets out the promises we make to you and the services you can expect.**

#### Staff Behaviour - Our staff will:

- Be polite and helpful and friendly
- Deal with enquiries efficiently and quickly
- Treat you with respect
- Account for their decisions and actions
- Be trained in and highly committed to customer service.

#### Offices - When you call to see us:

- Our central office will be accessible for wheelchairs and pushchairs
- We will provide facilities for customers with hearing and sight impairments
- We will provide sign language or interpreters in minority languages if you let us know in advance
- If you have an appointment, we will aim to see you on time
- If you do not have an appointment we will try to see you as soon as possible
- We will make sure you can see a member of staff in private if you choose
- Our central office will be located in our main area of operation

#### Visiting you at home - when we visit you:

- We will make an appointment so you know when to expect us
- We will tell you in good time if we cannot keep the appointment
- We will provide you with proof of our identity
- We will be polite and respect you and your home
- We will be on time or, if delayed, phone to let you know when we will arrive
- We will respect your home and all reasonable customs.
- If you are not in when we call, we will leave a calling card, giving the name and telephone number of the person to contact

#### Phone Calls - When you hone us:

- We will aim to answer your call within 30 seconds
- Our phone lines will be open from 9:00am to 1:00pm and 2:00pm to 5:00pm Monday to Friday (repairs - 24 hours a day, everyday)
- We have minicomms, if you have hearing difficulties
- The person taking your call will give you their name
- We will give you the opportunity to leave us a message and we will respond to that message as soon as

- we can
- If the person you wish to speak to is not available, we will take a message and make sure they ring you back within 1 working day, or let you know when they can ring you back.

#### Letters and emails - When you write to us:

- We will reply to all letters and emails within 5 working days
- If we cannot give you a full answer within 5 days, we will acknowledge your letter; tell you who is dealing with your enquiry and when you can expect an answer
- We will address you by your name and not "Dear Tenant"
- We will use your preferred title
- We will write to you in a plain and informative style

#### Information - To keep you informed:

- We will make sure our offices have up to date information on the services we provide
- Our opening hours will be displayed in Reception and on our web site
- We will advertise job opportunities openly at our central office
- We will clearly publish details of how to report repairs out of hours
- The newsletter will be informative and interesting
- We will provide you with an informative tenants' handbook
- We will set out our Customer Care Standards in writing

#### Complaints - If you are not satisfied:

- You can make a complaint in person, in writing, by phone or through Offserve, or you can ask someone to complain for you
- We will take your complaint seriously
- You can tell any member of staff about your complaint

- We will record all complaints
- If we have made a mistake, we will tell you and put it right as quickly as we can
- We will acknowledge all complaint within 2 working days of receipt
- We will aim to reply to all complaint within 10 days, or let you know if it will take longer to resolve
- Our Complaints Procedure will be written in a plain and informative style with clear steps for you to follow.

#### Confidentiality - We will respect your privacy:

- We will not share any information we have about you with anyone else, unless you give us permission to do so, or unless we have a legal duty to share it.
- We will give you access to view your file within 5 days of requesting to do so.

#### Consultation & Involvement - We will listen to your views:

- We will regularly ask our customers what they think of our services
- We will use this information to continually develop our service to meet the needs of our customer
- We will encourage and support tenant empowerment and involvement
- We will encourage the tenant representative panel, Offserve, to monitor our services
- We will support and meet with all tenant groups

#### 11. Fairness & Equality:

We understand that people are not all the same. We know that communities are made up of people from different backgrounds and with different needs. We will make sure that you are treated as individual and that we provide a fair and equal service to all of our customers