



**Our Customer Service
Standards**

Policy Statement

Hundred Houses Society recognises that all customers, either internal or external, are central to our existence, and that an ethos of customer care is a key objective and will drive all our actions. Services are delivered by the Society's employees, who are our most valuable and important resource, and we recognise that we must continually invest in them to ensure they are appropriately trained and equipped to respond to all circumstances. We will expect that all organisations and individuals who provide services on behalf of the Society will adhere to the same principles and guidelines.

The Society is fully committed to achieving and maintaining high quality, responsive and value-for-money service standards in an effective, efficient and economic way, and to regularly reviewing these standards to ensure that improvements are made in order to meet the needs and expectations of a diverse customer base. Customers will be involved as much as possible in the design of services and standards.

General Standards

Whatever your dealings with us we will:

- Treat everyone fairly with dignity, respect and sensitivity
- Offer a friendly, polite and well-informed service
- Take responsibility for and deal with your query as quickly as we can
- Do what we say we will do
- Be very clear about what we can and cannot do and why
- Suggest alternatives if we cannot help
- Respect your confidentiality



Contacting us

We will:

- Publish our opening hours and inform customers in advance if there are any changes to this
- Answer all telephone calls within 5 rings (15 seconds) and give you the name of the person you are speaking to
- If we cannot answer your telephone query straightaway, we will call you back within 1 working day
- Respond to all letters, emails and website enquiries within 5 working days. If this is not possible we will acknowledge your letter within 5 working days and tell you when you can expect a full reply.
- Provide the name and contact details of the person dealing with your enquiry

Visiting us

At our offices we will:

- Wear name badges, so you know who you are talking to
- Provide a clean, tidy and comfortable reception area, with provision made for children
- Provide a hearing loop facility
- See you as soon as you come into our offices. If we are busy you should not have to wait longer than 5 minutes
- Carry out confidential interviews in a private office



Appointments

If you need a member of staff or a contractor to visit you at your home we will:

- Try to arrange an appointment time that suits you, within 2 weeks of your request
- Our response times to repairs from the day you notify us are usually as follows:

Category	Response time	Examples
Emergency	We will make safe within 24 hours	Total loss of heating in winter. Burst pipes
Urgent	Within 5 working days	Dripping overflow pipes General electrical work
Routine	Within 20 working days	Plastering . Repairs to doors and windows

In certain circumstances we may upgrade the response time to suit particular needs.

- Keep to the appointment we make or contact you and let you know in advance if we have to delay or postpone it for any reason



- Always show you photo identification before entering your home
 - Treat you and your home with respect
- If our contractors fail to complete certain repairs you may be paid compensation

Keeping you informed

We will keep you up to date with all information and events that may affect you by:

- Sending you at least 3 newsletters each year, annual reviews and other information relating to your home, tenancy or neighbourhood
- Providing useful up-to-date information in our reception area
- Providing you with copies of our policies if you request them
- Keeping our website up to date
- Providing translation and interpretation services, large print or other formats of information if you ask for them
- Making sure that all information is jargon-free and written in plain English

If you need additional help

We will:

- Listen to you
- Try to help wherever possible
- Put you in touch with other agencies that can help if we are unable to

In return

- We expect you to give us similar levels of courtesy and respect



