

OUR CUSTOMER SERVICE STANDARDS



OUR PROMISE

Our promise sets out our commitment to you. We want to give you excellent customer service whichever way you choose to contact us.

We will:

- provide good quality information so that you know what to expect;
- be responsive to your needs;
- listen to you;
- involve you in shaping the service;
- provide easy access to services;
- have good clear and up to date procedures;
- provide the best services within the budget available; and
- strive to constantly improve.



PHONE

We will answer:

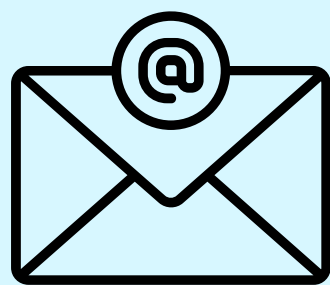
- Repairs and general enquiries line 01226 787878, Monday to Friday 9am until 5pm, excluding Bank Holidays.
- Emergency repairs 24 hours a day, 7 days a week - 01226 787878.

We try our best to answer at least:

- 80% of repair calls within 3 minutes
- 75% of all other calls within 5 minutes



ONLINE



If you use our e-forms you'll receive confirmation that we've got your form. The confirmation will give you a timescale as this changes depending on the form completed. We'll reply to most simple contacts in 3 working days.

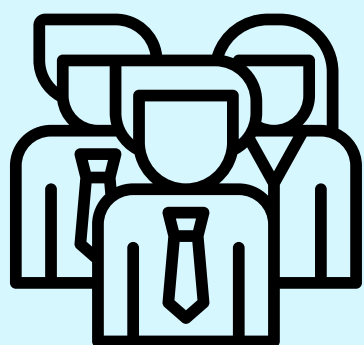
If you email us we will acknowledge it within 1 working day and aim to follow up within 5 working days.

WRITTEN

We will provide you with a full response to your letter (with the exception of complaints) within 5 working days. Our response will be in plain English.



STAFF



- Staff will be friendly, professional, polite and respectful.
- Staff will introduce themselves to you, give their name and carry an identity badge.
- Staff will treat your information confidentially.
- Staff will take ownership and aim to resolve your query at the first point of contact. Where we can't do this, we will give you details of an officer who can help.

If you have any other communication needs or need help understanding this information, please contact us on 01226 787878