

Longhurst & Havelok Homes Service Standards



Customer Services

This Customer Service Charter sets out the standards all our customers can expect us to meet. These standards have been chosen because they are the things customers have told us matters most to them.

We will review these service standards regularly to make sure they continue to reflect what matters most to our customers.

We have developed service standards covering key areas of our business.

Our promise to you

- We will be friendly and approachable so that you feel able to contact us.
- When you contact us we will let you know who you are speaking to.
- We will listen to you to gain an understanding of your needs.
- We will be realistic and not make promises to you that we cannot keep.
- We will communicate in plain language.
- We will treat you fairly and consistently.
- We will explain the reasons for our decisions.
- Our staff will be trained and knowledgeable about our services.
- Our staff will treat you with respect but will not tolerate abusive or aggressive behaviour.
- When our staff or contractors visit, you can check who we are by asking to see our identity cards.

These promises will apply to either our staff or anyone who provides services for us.

Our services will be easy to use

- Our services will be open at the advertised times.
- We will provide a range of ways to contact us and tell you about them regularly.
- Where possible we aim to make an appointment to visit people in their own home.
- We can also provide access to our service to meet your individual needs. For example offering alternative ways to contact us and providing information in different ways.

We respond promptly to customers

- Our service centre aim to answer calls promptly. We have a target to keep lost or abandoned calls to 7% or less.
- We will respond to messages left on the service centre answer machine within one working day.
- We will respond to e-mails sent to the service centre within 2 working days. If we cannot give you an answer to your query we will let you know when you can expect to hear from us.
- Where your call is passed onto another team, we will acknowledge your call within 3 working days or within one working day if it is urgent, unless it is a new report of antisocial behaviour where the priority will be one day for urgent and 5 days for non-urgent.
- We will respond to general letters within 15 working days or sooner if we already have the information available to answer you.

We will keep customers informed

- We aim to meet all of our response targets. If we cannot meet them we will let you know and give you a new date.
- If we cannot keep an appointment with you we will let you know. If we do not do this you will usually be entitled to compensation.

Easy to understand

- We will provide information in plain language.
- When you become our customer we will ask you if you have any particular communication needs. We will provide key information in the language or format that best suits your needs.

Reception standards

- Our reception areas will be comfortable, non-smoking and easily accessible.
- You will be seen within 5 minutes if you have an appointment.
- You will be seen within 10 minutes without an appointment if a member of staff is available.
- If a member of staff is unavailable we will offer an alternative appointment, either at the office or in your home.
- A private interview room will be available on request.

Fair and accessible

- We will make sure our services are relevant to our customers and take into account people's differing needs.
- We will treat all our customers positively regardless of nationality, race, gender, disability, sexual orientation, religion or age.
- If we can, we will provide our service to you in a different way to meet your needs.
- We will take seriously and investigate all complaints of bullying, harassment and discrimination or victimisation.
- We will respect your rights to privacy and confidentiality.

Getting it right

- We will promote our complaints procedure.
- If things go wrong we will put them right as soon as possible.
- You can make a complaint in person, by telephone, letter or e-mail.
- We will acknowledge your complaint in 3 working days.
- We will respond to your complaint in 10 working days.
- If we need more time to investigate your complaint we will tell you.
- Your complaint will be used as an opportunity to learn from our mistakes and provide a better service in the future.

Customers' views

- We will regularly ask for your views of our services.
- We will use your feedback to develop and improve.
- We welcome your compliments and suggestions as well as your complaints.
- We will acknowledge and respond to our customers' comments.
- We will tell you about how we have used your views to make improvements to our service.
- Our customer focus group will monitor and review all customer feedback.