

Longhurst & Havelok Homes Service Standards



Customer Service

This Customer Service standard sets out the level of service all our customers can expect us to meet. These standards have been chosen because they cover the things that customers have told us are most important to them.

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

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

Our promise to you

We will:

- Be friendly and approachable so that you feel able to contact us.
- Listen to you to gain an understanding of your needs.
- Treat you with respect but will not tolerate abusive or aggressive behaviour.
- We will let you know who you are speaking to when you contact us.
- Ensure when our staff or contractors visit, you can check who we are by asking to see our identity cards.
- Ensure our staff are trained and knowledgeable about our services.
- Be realistic and not make promises to you that we cannot keep.
- Communicate in plain language.
- Treat you fairly and sensitively.
- Explain the reasons for our decisions.
- Treat all our customers positively regardless of nationality, race, gender, disability, sexual orientation, religion or age.
- Respect your rights to privacy and confidentiality, and comply with the Data Protection Act.

Our services will be easy to use

- We will publish our opening hours.
- Our main point of contact with you will be by telephone, but you can also contact us by letter, e-mail, our website or through our area offices.
- If we need to meet with you, wherever possible, we will arrange to meet you in your own home.
- We will aim to meet your individual needs. For example by providing information in different languages, large print, or CD.

Response times

- Our contact centre aims to answer calls within 60 seconds or less, and keep lost or abandoned calls to 7% or less of all calls received.
- We will respond to messages left on the contact centre answer machine within one working day.
- We will acknowledge receipt of your email immediately. We will respond to your email within 3 working days or 1 working day if urgent.
- 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. (For new reports of antisocial behaviour the priority will be within one day for urgent, and within 5 days for non-urgent calls.)
- We will respond to general letters within 10 working days, or sooner, if we already have the information available to answer you.
- If we cannot keep an appointment, complete a repair within our target times, or do not respond to your complaint on time, we will let you know. If we do not do this, you will usually be entitled to compensation.
- If you come to a local area office reception, you will be seen within 5 minutes if you have an appointment, or within 10 minutes without an appointment, if a member of staff is available.

Complaints

- We will promote our complaints procedure.
- If things go wrong we will put them right as soon as possible.
- We will acknowledge your complaint in 3 working days, and respond in 10 working days.
- If we need more time to investigate your complaint we will let you know.
- Your complaint will be used as an opportunity to learn from our mistakes and provide a better service in the future.

Monitoring and review

We will monitor our customer service performance in the following ways.

The area of service	How it will be monitored	When
Our Promise	<p>Customer Survey</p> <p>Surveys to check the quality of service delivery in specific areas (e.g gas servicing, repairs, new customers)</p> <p>Mystery shopping</p> <p>Monitoring of calls in real time in the Contact Centre and Income Teams</p> <p>Monitoring our compliance with Data Protection requirements</p>	<p>At least every three years</p> <p>After a particular service has been delivered. Various approaches. Some 100% surveys and some selected sample group surveys</p> <p>At least twice a year to the Contact Centre and Income team</p> <p>A sample of calls, four times a year</p> <p>Once a year</p>
Response times	<p>Audits of response times to letters, e-mails, reception visitors and telephone calls.</p> <p>Monitoring of completion times for services.</p> <p>Monitoring compensation payments for failing to meet service standards</p>	<p>4 times a year</p> <p>4 times a year</p> <p>Once a year</p>
Complaints	<p>Customer Survey</p> <p>Satisfaction surveys of complainants</p> <p>Monitoring the response times and quality of complaint responses.</p> <p>Analysing our complaints to help us improve services</p>	<p>At least every three years</p> <p>When a complaint has been closed</p> <p>4 times a year</p> <p>4 times a year</p>

Monitoring and Review

- Our Scrutiny Committee will review and monitor how we are performing against this standard.
- We will publish the key results of our performance in our Annual Report and on our website.
- We will use the information we receive from you about our services, to help us maintain and review them. We will publish details of any improvements we have made to the service through our newsletters, our website and our annual report.
- We will review this service standard at least every two years.