

## Customer service standards

Customer care is an essential part of our services and we want our customers experience to be positive.

We aim to provide quality services at affordable prices to all our customers, offer high standards of communication with staff being approachable and professional at all times and deliver a 'right first time' approach.

We will also talk to customers about a range of matters that affect them and comply with the HCA requirements.

Our Customer service standards set out our key standards for communication:

### **Written Correspondence**

- We will acknowledge all written correspondence within 2 working days.
- We will answer all written correspondence within 5 working days.

### **E-mail**

- We will acknowledge all emails within 2 working days.
- We will answer all emails within 5 working days.
- E-mail will only be used where appropriate.
- Staff will use the 'out of office' tool for planned absence from the office of one working day or more.

### **Telephone**

- We aim to answer the telephone within 5 rings.
- We will answer 'good morning/afternoon' and state the name of the association or housing scheme, and our identity.

### **Face to face**

- We will be professional at all times.
- We will be polite and respectful.
- We will listen and respond to our customer's concerns.