

## ELIM HOUSING ASSOCIATION: CUSTOMER SERVICE STANDARDS

We know that we can only fulfil our vision by placing our residents at the centre of everything we do. These customer service standards tell you what you can expect when you get in touch with us, whether by phone, email, post or in person.

### We will be accessible

We will let all residents know when and how they can get in touch with us. We value the diversity of our residents and respect that people have different communication requirements. If you require any adaptations or assistance to make communication easier then please let a member of staff know and we will commit to trying to find a solution that works for everybody.

### We will communicate with respect

Whoever you speak to and whatever the reason for getting in touch, our staff will be polite and respectful. We will listen. We will avoid making assumptions. We will stay focused on giving you the information or resolution that you are after.

### We will be responsive

We will respond to written communication within 3-working days (though we will try to be quicker than that). If you have left a message on the phone or tried to contact someone who wasn't available, either by telephone or in person, then we will call back within one working day. If for any reason we are not able to meet these timescales then we will let you know why and suggest an alternative course of action.

### We will always try to get it right first time

Whether you are getting in touch with a question about your rent account, a request for a repair or a complaint, we want to resolve your query as soon as possible, saving you further time and effort. The first member of staff you speak to will try and resolve your enquiry there and then. When this is not possible we will provide you with the name and contact details of the person that will deal with your query and a date and time by which they will get back to you.

### We will give you clarity

We understand that dealing with organisations can sometimes be confusing. We want your experience of dealing with Elim to be straightforward. When you get in touch with us, we will always do the following:

- Clarify with you the purpose of your call and the outcome you want, making sure that there is a shared understanding.
- The person responsible for your enquiry, their name, position and contact details. If this changes at any time, we will let you know.
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- What we will be doing next, and when it will be done by.

### Feedback

If at any time you think we have failed to uphold these standards, then please let us know. Our **Customer Feedback Procedure** provides details of how you can do this.