

## SERVICE PROMISE TO TENANTS AND CUSTOMERS

**1.1** Odu-Dua Housing Association (Odu-Dua) promises to provide high quality and responsive customer service to our tenants, general public and others with whom we have contact. We have incorporated our core values of professionalism, customer focus and promoting diversity into the promise.

**1.2 We promise that:**

- a) You can get advice and information on all our policies and services that affect you.
- b) You can make an appointment with a named member of staff to discuss more complicated problems.
- c) All new residents will receive a tenants' handbook containing important information about your home and the services provided by us.
- d) Your opinions, complaints, suggestions and compliments are welcome by phone, in writing or by email, and will be used to improve our service to you.

**1. DIVERSITY OF SERVICE PROVISION**

**2.1** To meet the diverse needs of our customers, we will always:

- a) ensure that you are treated with fairness regardless of differences of ethnic origin, nationality, gender, sexual orientation, marital status, pregnancy/maternity, disability, age or religion;
- b) provide a full range of information for you in different formats on request and ensure the information we provided is 100% trustworthy;
- c) provide a range of ways for you to access our services: in person, by phone, text, letter, email and fax;
- d) ensure your enquiries will be fully addressed and answered;

**2. CONTACTING US**

**3.1 When you contact us, we will always:**

- a) be honest, courteous and professional;
- b) ensure our staff are well trained and knowledgeable;
- c) take responsibility for dealing with your enquiry and resolve your problems at first point of contact or refer you to the appropriate staff;
- d) ensure you receive responses in the most appropriate format promptly and keep you informed of progress throughout your enquiry;
- e) give you as much notice as possible if we are unable to keep an appointment and offer you a reasonable alternative;
- f) when we cannot give you an answer immediately, let you know when we will be able to do so and explain the reason for the delay;
- g) keep the record of each enquiry and ensure we treat the information with strict confidentiality;

**3.1 When you contact us via the telephone, we will:**

- a) ensure all staff clearly state their names and answer all calls courteously and politely;
- b) answer all calls within 5 rings from 9am to 5pm Monday to Friday and 9am to 6pm on Wednesday, except for public holidays when our office is closed;
- c) deal with most queries when you ring up at the first point of contact, refer you to the right staff or take a message, as appropriate;
- d) get back to you within 24 hours of staff returning to the office if you leave a message for a member of staff who is not in the office;
- e) arrange for an officer to respond to any urgent call or enquiry within 24 hours;
- f) check that we have your most up-to-date contact details (landline, work number, mobile and email address)

**3.2 When you write to us (including letter, email or fax) we will:**

- a) acknowledge or reply to your letter within 5 working days after the receipt of your letter;
- b) acknowledge emails within 24 hours
- c) ensure all our written information is in plain English, of high quality, clear and understandable;
- d) provide translation where required;

**3.3 When you visit the office, we will:**

- a) clearly advertise our opening hours and display notices about holiday closures;
- b) ensure our reception area is welcoming, clean, tidy and accessible with facilities that meet your needs;
- c) ensure all staff have identity cards that can be produced upon request;
- d) ensure we have accurate and timely information displayed in our reception area;
- e) see all visitors to the office within 5 minutes of arrival;
- f) respect your privacy during discussion and offer you a private interview room on request;

**3.4 When we visit you at home, we will:**

- a) visit tenants at home if requested and arrange a mutually convenient time;
- b) always give our name and show identification;
- c) be punctual and if for any reason we cannot make it, we will telephone you reasonably in advance;
- d) always treat you, your household members and possessions with respect
- e) help you to arrange for someone (including a friend to assist or a translator where English is not your first language) to be present with you if you would prefer;
- f) leave a card telling you how to contact us to make another appointment if you are not at home when we visit;

**3. YOUR BEHAVIOUR****4.1 What we expect from you is to:**

- a) treat our staff with respect and in a non-violent (verbally or physically) manner;
- b) report any concerns to our staff as quickly as possible;
- c) provide us with the information we need to be able to assist you;
- d) update us on any changes in your circumstances to ensure that we have accurate information;
- e) give us reasonable notice if you are unable to keep an appointment;

**4. COMPLIMENTS AND COMPLAINTS**

**5.1** If you feel that we have done things well, we welcome your compliments by phone, in writing or by email. If you feel that we have not met our promise, you can make an informal complaint to the appropriate member of staff. If matter is still not resolved, you may instigate our formal complaints procedure.

**5.2** For more information, please request a copy of our Complaints Policy & Procedure.

**5. FURTHER INFORMATION**

**6.1** You can find out further information about our services from our Tenants' Handbook and Repairs & Maintenance Policy. If you need copies of these documents or any of our other policies, contact us and they will be sent to you within 5 working days.